



**Project 17**  
St Joseph's Hospice  
Mare Street, Hackney  
London E8 4SA  
[www.project17.org.uk](http://www.project17.org.uk)  
Charity number 1152621

## **Project 17 Person Specification**

<u>Title of Post:</u>	Advice Support Officer
<u>Location:</u>	Working from Project 17's offices, currently at St Joseph's Hospice, Mare St, Hackney, London E8 4SA
<u>Responsible to:</u>	Advice Supervisor
<u>Responsible for:</u>	Delivery of administrative support and other activities required to sustain Project 17's frontline work
<u>Salary:</u>	£33,405 pro rata (£20,043 per year)
<u>Annual Leave:</u>	25 days per year plus bank holidays, pro rata
<u>Hours:</u>	21 hours per week. Hours can be split across different days with agreement from your line manager. Must include at least five hours on Tuesdays.

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## **Description**

Providing support to Project 17's frontline advice and advocacy service for adults and families with No Recourse to Public Funds, including organising destitution support, assisting with grant applications, and assisting with monitoring and evaluation.

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## **Main Tasks**

### **Project Support**

1. Managing destitution support for Project 17 clients, including making referrals to food banks, baby banks, and arranging support in kind.

2. Assisting with applications for entitlements including free school meals, Healthy Start, and early years education.
3. Applying for small grants for individuals from external organisations.
4. Processing referrals from other organisations for Project 17's Hotel Fund, and drafting complaint letters to local authorities where the fund is used.
5. Recording work in the case management database and on our shared drive.
6. Assisting with strategic work, including gathering information from clients and supporting clients to make complaints.
7. Keeping Project 17's internal directories up to date.
8. Assisting with monitoring and evaluation of the frontline service.

### **General**

9. Undertake any other related duties as required, consistent with the development of the post and the organisation.
10. Attend relevant training and development courses.
11. Uphold Project 17's values of justice, solidarity, empathy and expertise.

### **Person Specification:**

#### **In this application, we would like to hear about your**

- 1. Lived experience of no recourse to public funds** (desirable)
- 2. Communication skills**, both written and spoken (essential)
- 3. Ability to work sensitively with people in difficult circumstances or in crisis** (essential)
- 4. IT skills**, including typing; using email and Google Drive; making and updating basic spreadsheets; and familiarity with databases (essential)
- 5. Ability to manage your time effectively and prioritise your workload** (essential)
- 6. Ability to work with others as part of a small team** (essential)

Please use examples of when you have used these skills.

We are interested in all types of experience, whether in a work or personal setting, and whether paid or voluntary.