

Job description

Access Islington Hub Advisor

- Grade: Scale 6
- Reports to: Access Islington Hub Team Manager
- Direct reports: None
- Your team: Access Islington Hub Team
- Service area: Digital Services
- Directorate: Resources

Special requirements of the post

Workstyle: Frontline (Full presence, working in the borough full time)

- Colleagues whose role is delivering frontline services to residents, visitors, businesses and/or other colleagues while present in the borough and activities cannot be done remotely.

Our mission

Islington is a place rich with diversity and culture. As a council our sense of purpose couldn't be clearer: we serve. It's in the logo. We are committed to challenging inequality in the borough and as one of the largest employers we know that to look after the place and the planet, we have to look after our people. **Together we can change the future.**

To do this, everyone who works at Islington Council lives by a set of values which guide us in everything that we do: collaborative, ambitious, resourceful, and empowering. They spell out 'CARE', which is what we think public service is all about.

Overview of the role

The Access Islington Hub Advisor offers face-to-face, strengths-based support to residents accessing services at the Hubs. This role empowers individuals to navigate essential services independently, providing tailored assistance and connecting them to the right resources. By

building partnerships with statutory and community organisations, the Advisor helps improve service access, reduce inequalities, and promote early intervention and prevention.

Key responsibilities

- Assist residents in accessing relevant community and council services, ensuring they receive the right support at the right time.
- Conduct strengths-based conversations to understand residents' needs, providing accurate advice and guidance on available services.
- Support residents in accessing financial, housing, and employment services, offering tailored solutions and facilitating appropriate interventions.
- Promote self-service and digital channels, supporting residents in using online platforms for service access.
- Act as the primary contact for residents with complex needs, delivering person-centred support and connecting them with relevant resources.
- Handle cases and follow up with residents to make sure they keep getting the support they need and resolve any new issues that come up.
- Build and maintain strong relationships with statutory services, community organisations, and the Voluntary and Community Sector (VCS) to ensure holistic support.
- Identify and escalate safeguarding concerns, ensuring vulnerable residents receive the appropriate interventions.
- Contribute to continuous service improvement by providing feedback on resident interactions and promoting better ways of working.
- Maintain accurate data entry and update records on relevant ICT systems, while regularly monitoring personal performance against agreed targets and service objectives, ensuring compliance to service level agreements (SLAs).
- Maintain accurate records of all service interactions, using digital systems to ensure up-to-date and accessible case documentation.
- Participate in training and team development activities, contributing to a collaborative and customer-focused environment.
- Any additional duties consistent with the grade and level of responsibility of this position, for which the holder possesses the required experience and/or training.

Compliance

Ensure adherence to legal, regulatory, and policy requirements under GDPR, Health and Safety, Employee Code of Conduct and in your area of expertise by identifying opportunities and risks, and escalating issues as necessary.

Person specification

Your application form needs to demonstrate how you fulfil the role's requirements. It is essential to address the criteria, as this will be used to evaluate your suitability for the position.

Essential and desirable criteria

Essential: the basic requirements that must be met for someone to be considered for a particular job. These criteria are mandatory and cannot be negotiated. Essential criteria directly impact the core qualifications or skills necessary to perform the job effectively.

Desirable: the additional qualities, skills, or qualifications that would be advantageous for a candidate to possess but are not mandatory. Not meeting them does not automatically disqualify someone from consideration for the job. This also allows candidates who do not possess certain desirable criteria the opportunity to explain how their other knowledge, experience and skills relate to these and what they may be in the process of doing or willing to do to achieve these.

Knowledge, experience, and skills

| Point | Criteria description | Essential/desirable |
|-------|---|---------------------|
| 1 | Experience in the public sector or another organisation working in front-line customer services either face to face or over the telephone. | Essential/desirable |
| 2 | Experience using various IT systems and administrative procedures to support customer-focused service delivery, with the ability to navigate and utilise multiple systems to efficiently meet customer needs. | Essential/desirable |
| 3 | Ability to collaborate with multiple council services, voluntary organisations, and community partners. | Essential/desirable |
| 4 | Ability to handle routine face-to-face and other enquiries in a courteous, efficient, and professional manner. | Essential/desirable |
| 5 | Good verbal and written communication skills, with the ability to clearly convey information to different audiences. | Essential/desirable |
| 6 | Ability to work independently, with good attention to detail and a focus on accuracy in all tasks. | Essential/desirable |
| 7 | Skilled in handling challenging situations, including dealing with distressed or irate residents in a calm, empathetic manner. | Essential/desirable |

| Point | Criteria description | Essential/desirable |
|-------|---|---------------------|
| 8 | A commitment to setting and maintaining high personal standards of performance, conduct, and customer service. | Essential/desirable |
| 9 | Ability to understand, explain, and share information from different systems in a clear and simple way. | Essential/desirable |
| 10 | Understanding of equalities issues and a commitment to providing accessible services that eliminate discrimination. | Essential/desirable |

Our accreditations



Our accreditations include Disability Confident Leader, The Mayor's Good Work Standard, London Living Wage Employer, Stonewall Diversity Champion, and Employer with Heart.