



Job Description: Adult Advice Team Manager

Responsible to: Director

Location: GARAS drop-in centre, Gloucester

Salary: NJC Scale 27-31 (£38,220 FTE, £22,932 pro rata)

Hours: 22.5 hours per week (Mondays & Wednesdays mandatory, 3rd day floating)

Annual Leave Entitlement: 25 days, plus Bank Holidays (pro rata)

Period of Notice: 3 months, on either side

About GARAS

GARAS provides support, advocacy, and integration services for refugees and asylum seekers in Gloucestershire. We offer assistance with legal matters, access to essential services, arrange language support & other dynamic initiatives, to help individuals and families build a new life with dignity and security.

Job Summary

The purpose of this role is to lead the Adult Advice Team in providing independent, accurate, impartial advice, information, and advocacy for asylum seekers and refugees living in Gloucestershire. The Adult Advice Manager is responsible for the line management, supervision, and professional training of Adult Advice Team staff and volunteers, ensuring absolute compliance with regulatory standards (IAA and AQS). This position operates as a core member of the Senior Management Team to align service delivery with organizational values. The job primarily requires working in person at the GARAS premises and is subject to an Enhanced DBS check.

Main Duties and Responsibilities

Team Management and Leadership

- Provide direct line management to all members of the Adult Advice Team, including conducting regular individual supervisions and organizing/chairing weekly Adult Advice Team meetings.
- Attend and actively participate in Senior Management Team meetings, collaborating on workload redistribution, cross-team strategies, and leading whole-staff meetings when appropriate.
- Establish and maintain clear operational schedules, specifically structuring and overseeing the daily drop-in service and appointment coverage.

- Engage alongside the Office Manager to provide direct management support to the Volunteer Coordinator regarding complex volunteer and personnel relations to sustain a collaborative team environment.

Contract and Quality Compliance

- Take direct operational accountability for the data collection, record accuracy, and Key Performance Indicator (KPI) monitoring requirements of the Community Accommodation Based Services (CABS) contract and Cheltenham and Gloucester Asylum Seeker Support Service contract.
- Act as the primary point of contact and compliance lead for Immigration Advice Authority (IAA) Level 1 & 2 frameworks and Advice Quality Standards (AQS) general advice regulations; lead all preparation for formal external inspections.
- Ensure that all team members maintain valid, up-to-date professional training in compliance with regulating bodies.

Safeguarding and Risk Integration

- Work in collaboration with the Designated Safeguarding Lead (DSL).
- Ensure you are systematically named on all Adult Advice Team service users' Safeguarding Activity workflows within the Lamplight database to maintain precise oversight of team vulnerabilities as appropriate.
- Incorporate explicit safeguarding duties into all Adult Advice staff role specifications and actively participate in organisational safeguarding audits.

Advice Provision and Casework Boundaries

- Provide, and lead the team in providing, expert advice and advocacy regarding immigration, asylum, and welfare matters (including housing, welfare benefits, health, education, Asylum Support, training, employment, and utilities).
- Negotiate and advocate on behalf of clients with the Home Office, Immigration Authorities, Asylum Support, DWP, and external statutory bodies.
- Enforce strict, defined operational boundaries regarding the scope of advice handled at GARAS, ensuring specific complex matters (such as British Citizenship applications or Car Insurance) are explicitly excluded and appropriately signposted out.

Volunteer Coordination and Information Systems

- Develop and implement efficient, collaborative workflows to share the advice-giving workload safely between paid staff and trained volunteers.
- Assist the Volunteer Coordinator in providing structured morning briefings, initial training, and ongoing casework support for volunteers and social work students on placement.
- Maintain full, precise, and up-to-date case records and statistical data on the Lamplight database in strict accordance with GDPR, the Data Protection Act, and GARAS policy requirements.
- Participate in consistent monthly, 6-weekly or bi-monthly management supervision sessions with the Director.

Partnership and Representation

- Work with regional partners, statutory stakeholders, and voluntary networks to ensure refugees are effectively signposted and referred into appropriate support structures. These include CWR and SWIA.
- Attend local and regional migration forums to represent GARAS and align advice delivery with wider sector developments.

Senior Office Rota Coverage

Participate actively in the weekly Senior Team Rota for the office as Duty Manager and Emergency Phone Holder twice per week.

Person Specification

Candidates will be shortlisted on the following specifications and need to address each of them in their application. All relevant experience whether paid or voluntary, in the UK or overseas may be included. GARAS values different and creative ways of working.

Essential

- Qualified to IAA level 1 (Asylum and Protection) or above.
- Experience of providing advice and support to vulnerable people.
- Experience in managing a team.
- A strong understanding of services available and the needs of refugees moving to the UK.
- A willingness to learn quickly and develop new skills to support your client group.
- Significant experience of the processes in relation to Asylum and Immigration Law and other knowledge of Benefit, Education, Health and Social Care, Housing.
- The ability to prioritise tasks, to identify and work to deadlines and to manage time effectively under your own initiative.
- The ability to communicate effectively and sensitively with clients, and to manage difficult situations.

- An understanding of the need for confidentiality and a non-judgmental approach to service delivery.
- Ability to lead a team and to work collaboratively and professionally with external agencies, community representatives, colleagues and volunteers.
- Ability to use IT effectively and knowledge of databases.
- Ability to work flexible hours to meet the needs of the service. This includes occasional evening and weekend emergency calls. And to work in the office meeting clients in person.

Desirable

- To have and hold a full clean driver's license and have access to a vehicle.
- Experience of working directly with refugees and asylum seekers.
- Knowledge of the core components of the refugee journey; the impact of trauma and principles to support effective recovery.
- Experience of working with interpreters.

Application Deadline: midnight, Sunday 27 September 2026

To apply, please visit www.garas.org.uk/vacancies and download the application form. Please send completed application forms to GARAS' Director, Warren (director@garas.org.uk).