

HELPING HANDS: VALUING THE ADVICE WORKFORCE CONFERENCE



MORNING BREAKOUT ROOMS

Organisational Culture

This workshop will hear from Jo Hickman who has been working on a piece of action-oriented research including coaching sessions working with senior leaders and advice staff to explore how changes in organisational culture, along with practical interventions, can improve retention in the sector. Jo will share initial findings and discuss these with participants – the goal is to construct new ways of thinking and behaving to enable those in senior roles to transform their leadership approach and to provide an opportunity for senior leaders to identify and share solutions.

Session lead: Jo Hickman, Coaching, consultancy and ethical leadership expert.

Developing a London-wide Advice Strategy

The Advice Workforce Development Fund currently plays host to a cross-sector effort to explore the development of a possible London-wide Advice Strategy. This break-out session will offer stakeholders the chance to learn about what has been achieved so far to identify the need for a collaboratively developed advice strategy. Helen Lang, of Innovation Unboxed, will share insights generated by the initial “Roadmap” phase of the strategy development, which included a series of stakeholder focus groups that have produced themes that could inform the scope of any future strategy.

The collaborative process of developing a future pan-London strategy is almost as important as the content if we are to ensure the legitimacy of it, so this session will also act as an opportunity for participants to have their say on “how” the strategy is developed in the months ahead.

Session lead: Natalie King, Senior Policy and Projects Officer – Financial Hardship, GLA.

Grow Your Own Advice – how led-by-and-for partnerships are transforming the advice workforce and wider sector

A number of the eight Propel-funded Advice Workforce Development Fund projects are testing and developing new and existing ways of developing the workforce, using “grow your own advice” approaches to the recruitment, retention, training and progression of their staff.

In this break-out session, partnerships including those led by Indoamerican Refugee and Migrant Organisation (IRMO), Wandsworth Citizens Advice, and Money A+E and Rooted Finance, will showcase what genuinely community-led workforce models look like (from recruitment to progression). The session will share insights into how led-by-and-for organisations are creating partnerships that are collaborative and non-extractive; how shared infrastructure and horizontal partnerships can shift power in the sector; and what advice funders and infrastructure bodies can do to meaningfully support this work.

Session lead: Bruna Boscaini, CEO, Indoamerican Refugee and Migrant Organisation (IRMO).

MEET OUR MORNING BREAKOUT ROOM SESSIONS SPEAKERS AND FACILITATORS



JO HICKMAN

Coaching, consultancy and ethical leadership expert.



NATALIE KING

Senior Policy and Projects Officer in the Financial Hardship team at the Greater London Authority (GLA).



BRUNA BOSCAINI

CEO of Indoamerican Refugee and Migrant Organisation (IRMO)

MEET OUR KEYNOTE SPEAKER



Dr Debbie Weekes-Bernard is London's Deputy Mayor for Communities and Social Justice.

Debbie works to promote social justice and equality for all groups, leading the Mayor's work to support Londoners with the rising cost of living, working closely with all sectors to provide support to those arriving from outside the UK seeking safety and sanctuary in the city and championing London's diverse voluntary, community and faith sector. She chairs the Mayor's Equality, Diversity and Inclusion Advisory group, as well as London's Strategic Migration Panel, is co-chair of the Mayor's Office for Police and Crime's Disproportionality Board and is a member of the London Policing Board. Debbie chairs a variety of expert groups to ensure the Mayor's work is informed by lived experience and subject expertise. These groups include the Deaf and Disabled People's Organisations quarterly roundtable, the Race Equality roundtable and Interfaith fora among others. She is also Chair of Praxis, a charity supporting migrants and refugees and is a Distinguished Friend of the Migration Museum. She formerly led the Joseph Rowntree Foundation's work on poverty and ethnicity, was Head of Research at the Runnymede Trust leading work on inclusive curriculum development, education attainment gaps and school exclusion, community cohesion, race and criminal justice and youth transitions.

Debbie has a PhD in Psychology and Sociology, was awarded an honorary doctorate in 2023 and is an editorial board member of the British Journal of Sociology of Education.

