



GURKHA WELFARE ADVISOR

JOB DESCRIPTION



THE GURKHA WELFARE TRUST

The Gurkha Welfare Trust provides vital support to Gurkha veterans, their families and communities in Nepal.

We have been working in Nepal for nearly 60 years, delivering essential financial and medical aid to Gurkha veterans and widows, and working with local communities to provide access to clean water and education. We also build earthquake-resilient homes for our most vulnerable pensioners. We operate through 21 Area Welfare Centres (AWC) spread across traditional Gurkha recruiting areas in Nepal, as well as one in India. We have over 500 staff working in the region.

Our UK office is in the historic Cathedral city of Salisbury and is the base for our Fundraising, Marketing & Communications, Finance and Administration teams. We also have two Gurkha Welfare Advice Centres (GWAC), in Salisbury and Aldershot, which offer advice and support to retired Gurkhas and their families who choose to settle in the UK

VALUES AND STANDARDS

The Trust is a registered charity, regulated by the Charity Commission in England and Wales as well as being registered with Companies House as a Trust Limited by Guarantee. In addition, the Trust is registered with the Fundraising Regulator (FR).

OUR VISION

Gurkhas living with dignity

OUR PURPOSE

The Gurkha Welfare Trust provides welfare, medical and community support to Gurkha veterans, their families, and their communities, enabling them to live with dignity.

OUR VALUES

Respect for others

We are one team with one goal; we treat all others with decency, fairness and respect at all times.

Selfless Commitment

We constantly strive to improve the quality of the service we offer and always put the welfare of our beneficiaries first.

Integrity

We aspire to the highest standards and will re-evaluate our policies and practices to ensure that we comply with the law and best practice.

Transparency

We will abide by legitimate working practices and ensure financial transparency and accountability in all that we do.

Responsibility

We will follow through on promises and always finish what we started.

GURKHA WELFARE ADVISOR

THE ROLE

Are you passionate about helping senior Gurkha veterans and widows settle successfully in the UK? If so, we are seeking to appoint a Gurkha Welfare Advisor to join our Gurkha Welfare Advice Centre (GWAC) team. Based in Salisbury/Aldershot, you will play an integral part in the coordination of benevolence and welfare support for retired Gurkhas and their dependants.

Role	Gurkha Welfare Advisor
Place of Work	Gurkha Welfare Advice Centres Salisbury/Aldershot
Salary	£28,500 - £32,500 pa depending on experience
Contract Type	Permanent subject to a probationary period of six months
Hours of Work	• Full-time (37.5 hours per week) • Hybrid working – Min 3 Days in Office & 2 Days WFH
Annual Leave	25 days plus Bank Holidays
Other benefits	• Generous contributory pension scheme with up to 10% employer contribution • Enhanced maternity/paternity pay scheme • Trips to Nepal to experience the Trust's work first-hand • Access to Employee Assistance Programme (EAP) • Free on-site parking
Application Deadline	11 October 2026
Interview	Week Commencing 19/26 October 2026

MAIN DUTIES AND RESPONSIBILITIES

- Providing first response to requests for welfare advice and support.
- Carrying out detailed investigation of cases.
- Conducting case interviews, outreach surgeries and home visits, and writing reports.
- Keeping detailed and accurate record of case files in the GWAC database.
- Liaison with representatives of Service charities and other agencies in support of requests for welfare assistance and other advice.
- Processing all welfare-related cases efficiently and effectively and in line with the GWAC policies.
- Advise and 'signpost' on UK state statutory benefits.

PERSON SPECIFICATION

KEY SKILLS, KNOWLEDGE AND PERSONAL ATTRIBUTES WE'RE LOOKING FOR:

Essential:

- Possess in-depth knowledge of the Brigade of Gurkhas and Gurkha veterans' communities in the UK as well as knowledge about Nepal and its culture.
- Demonstrate experience of working in a client focused environment.
- Have effective communication and interpersonal skills and an ability to empathise with elderly clients.
- Be fluent in written and spoken English and Nepali.
- Show ability to prioritise and manage complex caseloads with excellent attention to detail.
- Have a friendly, courteous and approachable personality.
- Good IT skills including experience of using MS Office and case management systems.

Experience in service welfare work and knowledge of UK benefits, statutory support provision, and Service charities, particularly ABF, RBL, and SSAFA, would be an advantage.

Desirable:

- A full UK driving licence.
- Trained as a general advisor.

QUERIES

If you have any questions about the role, please get in touch with us:

Tel: 01722 343111 or 01252 329460

Email: hr@gwt.org.uk

www.gwt.org.uk

TO APPLY

Please send your CV with supporting statement addressing the person specification and how you meet the role's job description to our HR team at **hr@gwt.org.uk**

The Gurkha Welfare Trust, PO Box 2170, 22 Queen Street, Salisbury SP2 2EX

Tel 01722 323 955 | **Email** info@gwt.org.uk | **Web** www.gwt.org.uk

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