

**JOB DESCRIPTION & PERSON SPECIFICATION**

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| **Job Title:** | Information & Advice Manager |
| **Reporting to (Job Title):** | Operations Manager |
| **Salary** | Up to £28,000 per annum, FTE, depending on experience |
| **Hours** | 35 |
| **Contract Type** | Permanent |
| **Working with** | Head of AUKBD, Operations Manager I&A Advisor, volunteers and admin team |
| **Brief overview of the**  **Position:** | As an Information & Advice Manager, you will play a vital role in delivering support to older individuals, both over the telephone and in face-to-face interactions. You will provide direct line management to I&A staff and volunteers through effective regular supervisions and ongoing wellbeing support.  You will ensure that all I&A performance is managed, delivered and recorded in a way that ensures we meet and exceed the quality standards framework with the Quality of Advice Standard. |
| **Main duties and**  **Responsibilities:** | * To line manage and support Information & Advice advisors and volunteers * Assess ways to further utilise volunteers within the I&A service. * Conducting annual reviews with I&A staff and identifying training and personal development needs. * Support, coach and mentor I&A Advisors and volunteers on a daily basis. * Provide support and guidance to staff and volunteers when dealing with contentious and complex cases including mobility, benefits, family and care issues. * Assisting clients with benefit claims such as attendance, disability and carers allowance, pension credit, council tax benefit and more. * Ensuring the Information & Advice team attend relevant training to keep updated with developments in benefits, community care, and other issues relating to older people. * Ensuring the Information & Advice team meet KPI’s set by funders and look to improve the outcome and feedback monitoring where possible. * Working in partnership with other local services and looking for development opportunities. * Ensuring the provision of consistent quality advice in accordance with our quality standards. * Manage the Information & Advice service ensuring clients are given prompt, accurate, confidential, relevant and complete advice. * Directly provide advice related support to older people over the telephone and face to face. Carry out home visits where necessary. * Manage your own caseload ensuring outstanding actions are completed in a timely manner. * Take a holistic approach by signposting/referring older people to other support and services that may be of benefit. * Ensure all tasks and record keeping are in line with the QAS, and lead on ensuring this accreditation is maintained including regular case checking and internal file reviews. * Ensure records of the Information & Advice services interventions are captured consistently and accurately to form solid evidence for impact reporting. This includes constantly looking to improve outcomes, feedback and statistical data collection. * Ensure the Information & Advice service is responding to developing needs and is working closely in partnership with other internal and external services. * Work with the business Development Manager to secure funding to support the information and advice service. * Provide statistical information and demographics to the Business Development manager to support funding bids. * To complete monthly and quarterly monitoring and reporting to Age UK as required. * Provide high levels of customer service at all times. * Attend meetings and training as required. * Identify and raise safeguarding concerns to appropriate agencies * Communicate effectively- electronically, verbally and in writing |
| **Summary of key**  **attributes & Qualifications**  **for role:** | * A confident communicator with the ability to talk to groups of people in informal and semi-formal settings * Able to work as part of a team * Full driving licence and use of a car * Competent in the use of IT systems and Programmes, including Microsoft office Excel and Word, CRM systems (such as Charity Log) * Ability to remain calm and take a problem-solving approach to address challenges * Excellent time management ability, and capable of prioritising to work to deadlines |
| **Main KPI’s /**  **performance measured**  **against:** | * Regular review and accurate reporting on targets using CRM system in line with funder and organisational requirements. * Effective use of resources including IT systems and Programmes * Compliance with personal mandatory training. |
| **Generic Clauses:** | 1. To comply in all aspects with Age UK Barrow and District policies. 2. To participate and contribute generally to Age UK Barrow and District activities, attending meetings, training courses etc. as required. |
| **Flexibility Clauses:** | * The nature of this post will require flexibility to meet urgent needs as they arise, this may entail occasional weekend or evening work. * This job description is not intended to be exhaustive. The post-holder will be expected to adopt a flexible attitude to the duties which may have to be varied (after discussion with the post holder) subject to the needs of the service, and in keeping with the general profile of the post. |

**Age UK Barrow and District – Core Workplace Values**

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| **Our core workplace values** | **How do we demonstrate these values in the workplace?** |
| **Empowerment** | * *We value leaders and managers who can confidently and appropriately delegate to their teams and by doing so encourage fairness, responsibility and trust within their teams.* * *We value honest and transparent leadership where team members can communicate openly and constructively for the benefit of our organisation.* * *We value individuals who welcome the opportunity to be empowered by engaging in training, sharing their skills and in doing so taking responsibility for their contribution, performance and their own development.* * *We value individuals who work for the benefit of the team, showing support, offering help, acting co-operatively and encouraging others to work together.* |
| **Commitment** | * *We value those who show commitment by being positive about and supportive of the organisation, its vision, mission and ambitions; those who embrace change, are flexible and consistently deliver over and above expectations.* * *We value team members who consistently adhere to the organisations processes and systems and support others to do so.* * *We recognise the importance of maintaining a work/life balance and value those who recognise that commitment and a work/life balance are mutually compatible. Equally we value our colleagues who support others to maintain this balance.* |
| **Innovation** | * *We value and reward those progressive team members who strive to improve the quality and efficiency of our work through being solution focused.* * *We embrace new ideas, valuing and recognising individuals who contribute to generating and developing them for the benefit of the Charity and our customers.* |
| **Responsibility** | * *We value those who take responsibility and are accountable for their actions individually and within teams.* * *In turn we value leaders and managers who consistently encourage a culture of openness to enable their teams to take responsibility.* * *We value those who learn from their mistakes and share their learning with others; those who recognise their own responsibility for delivering our shared ambitions and their individual targets within these will thrive at Age UK Barrow and District.* |

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| **Age UK Barrow and District - Person Specification** | **Essential** | **Desirable** | **Assessed by** | | | |
|  | Application Form | Assessment Centre | Presentation | Interview |
| **General Administration & Reception** | | | | | | |
| **Experience** | | | | | | |
| Working in a fast paced reception environment | ✓ |  |  |  |  |  |
| Experience of managing staff | ✓ |  |  |  |  | ✓ |
| Working with older people in community settings | ✓ |  | ✓ |  |  | ✓ |
| Successfully working to and meeting targets | ✓ |  | ✓ |  |  | ✓ |
| Producing and submitting reports to deadlines | ✓ |  | ✓ |  |  | ✓ |
| Client Relationship Management (CRM) experience and experience of data collection and maintenance of accurate records |  | ✓ | ✓ |  |  | ✓ |
| Experience of working to requirements of grant funded projects |  | ✓ | ✓ |  |  | ✓ |
| Partnership working with volunteers and community groups and third sector organisations |  | ✓ | ✓ |  |  | ✓ |
| Signposting and referring to internal services and external partner organisations |  | ✓ | ✓ |  |  | ✓ |
| Experience of managing own workload | ✓ |  | ✓ |  |  | ✓ |
| Experience working with protected characteristics groups |  | ✓ | ✓ |  |  | ✓ |
| **Knowledge** | | | | | | |
| Understanding the principles of the link between social isolation and wellbeing for older people and the needs of older people (50+) | ✓ |  | ✓ |  |  | ✓ |
| Local knowledge of existing services and groups |  | ✓ | ✓ |  |  | ✓ |
| **Skills** | | | | | | |
| Effective interpersonal and communication skills and the ability to work with a wider range of people | ✓ |  | ✓ |  |  | ✓ |
| Competent administration skills (typing and reporting) | ✓ |  | ✓ |  |  | ✓ |
| Communicate clearly | ✓ |  | ✓ |  |  | ✓ |
| Strong team player with the ability to work proactively and on own initiate and to support team members | ✓ |  | ✓ |  |  | ✓ |
| Develop collaborative working relationship with group leaders, representatives of other organisations, networking skills | ✓ |  | ✓ |  |  | ✓ |
| Work to high standards and act as an effective ambassador for Age UK Barrow and District. | ✓ |  | ✓ |  |  | ✓ |
| Self-motivated and enthusiastic | ✓ |  | ✓ |  |  | ✓ |
| **Other Requirements** | | | | | | |
| Excellent IT skills, able to work well with Word, Excel, and CRM databases as well as social media | ✓ |  | ✓ |  |  | ✓ |