

JOB DESCRIPTION

Job Title:	Information and Advice Officer
Responsible to:	Information and Advice Supervisor
Location:	Head Office, Age UK Birmingham & Outreach venues
Contract Type:	Fixed-term contract until 31 December 2026
Hours:	30 hours/ week
Salary:	£13.09 per hour + benefits (pay award pending)

Job Purpose

The role will provide information and advice with case work to adults aged 50+ and their families and carers in a wide field of subjects, including welfare benefits, housing, health, community care, and local services across Birmingham. The role will deliver support face to face at our Birmingham locations, at events, on the phone and by email.

Principal Duties:

- Deliver information and advice to clients via telephone, face to face appointments, outreach sessions and via email
- Provide high quality information and advice on housing, social care, welfare benefits, consumer issues, health and activities, and support available
- Maintain up-to-date knowledge of developments in benefits, community care, housing options and other issues relating to older people.
- Support the planning and execution of Outreach Events
- Support the timely and accurate submission of monthly, quarterly, interim, and one-off reports as required by the funder
- Work sensitively and professionally with older people
- Liaise with project staff, volunteers, and delivery partners to gather required information
- Uphold all organisational policies including data protection, confidentiality, and safeguarding
- Ensure service provision and case recording meets identified quality standards
- Maintain case and data records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation, in line with confidentiality guidelines and GDPR
- Represent Age UK Birmingham at events and activities as necessary
- Attend training courses as appropriate
- Undertake any other duties commensurate to the post not specifically mentioned in this job description.

PERSON SPECIFICATION

Essential	
1	1-3 years' experience working as an advisor or in a comparable role
2	An understanding of the issues affecting people aged 50+, e.g. welfare benefits, housing and health and social care
3	Knowledge of support, services and resources available to people aged 50+
4	Excellent planning and organisational skills and the ability to manage own workload
5	Ability to work to targets and outputs to achieve funding contract requirements.
6	Strong ability to collate, analyse, and present data accurately
7	Proven experience in monitoring, reporting, data collection, or administrative coordination
8	Excellent written and verbal communication
9	Excellent team working skills with the ability to use own initiative.
10	Excellent inter-personal skills with the ability to listen and work effectively with people from different backgrounds and communities
11	Effective IT skills e.g. Word, Excel, inputting and retrieving information from data bases
12	Flexibility and willingness to travel across Birmingham (own or public transport)
13	Commitment to Equality, Diversity and Inclusion
Desirable	
1	Experience of providing welfare benefits information and advice
2	Experience of working in a third sector organisation
3	Experience of working with and liaising with other statutory and voluntary agencies
4	Level 2 or Level 3 qualification in Information, Advice and Guidance
5	Level 2 or Level 3 qualification in Customer Service Skills (or equivalent training)