



Thank you for showing interest in working for Age UK Bromley & Greenwich. We are an independent local charity and have been working in the community to help older people for over 50 years.

With nearly 80 staff and over 250 volunteers we provide support to clients across both Boroughs.

We work in partnership with BTSE helping to deliver the Bromley Well project as well as BLG Mind working on Dementia Services and Oxleas providing Care Navigation.

Vision:

To make Bromley and Greenwich places where all can enjoy later life.

Mission:

Age UK Bromley & Greenwich will be the voice of older people in both boroughs.

We will work with older people to enable, support and connect.

We will promote independence and well-being.

Values:

Equality – We value diversity and strive to give equality of opportunity.

We believe that the organisation and society is enriched by its diversity.

Respect – We respect the life histories of our staff, volunteers and clients.

We believe in their potential and we will help to realise their ambitions.

Creativity – We encourage innovation in the solutions we adopt.

If you stand for our vision, mission and values and match the criteria in the below job specification we would love to hear from you.

A handwritten signature in black ink, appearing to read "Mark Ellison".

Mark Ellison
Chief Executive

Job Title: Information & Advice Triage Worker

Hours: 37.5 per week

Contract: Full Time

Salary: £27,008

Location: Across both boroughs

Reporting To: Advice Case Supervisor

Job Purpose: The Information and Advice Triage Worker is the first point of contact for older people carers and their families contacting Age UK Bromley & Greenwich. The role provides high quality initial information and guidance, assesses urgency and risk and ensures people are directed quickly and appropriately to advice services, support services or partner organisations. This role plays a key part in ensuring people feel listened to supported and confident that their enquiry is being handled safely and professionally.

Key Responsibilities:

- Handle incoming enquiries mainly by telephone with some face-to-face and email contact
- Provide accurate information on a range of issues affecting older people including benefits, housing care, health and local services
- Carry out structured triage to understand needs priorities and risks
- Manage expectations clearly and sensitively
- Identify safeguarding concerns or significant risks and follow organisational procedures
- Recognise when issues fall outside the scope of information and escalate appropriately

- Maintain clear professional boundaries while offering a warm and person-centred response
- Make timely and accurate referrals to internal services and external partners
- Support smooth handovers by sharing relevant information with consent
- Work closely with adviser's service coordinators and partner agencies
- Record all contacts accurately and in a timely way using the organisation's CRM system
- Maintain clear concise and professional case notes
- Ensure data protection confidentiality and consent requirements are met at all times
- Contribute to basic monitoring and reporting through accurate data capture
- Take part in team meetings supervision and training
- Keep knowledge up to date on welfare benefits services and local provision
- Promote Age UK Bromley & Greenwich services positively and professionally

This job description is intended as a summary of the main elements of the job described. They may be varied from time to time in consultation with the job holder without changing the general character of the duties or the level of responsibility entailed.

Person Specification:

Essential

- Experience of frontline information advice triage or high volume customer contact work
- Confidence handling calls from people who may be distressed anxious or frustrated
- Strong listening and questioning skills with the ability to identify key issues quickly
- Ability to assess urgency and risk and take appropriate action
- Clear and confident communication skills both verbal and written
- Proven ability to use a CRM or case management system to record and manage contacts accurately
- Good general IT skills including email and Microsoft applications
- Understanding of confidentiality safeguarding and professional boundaries
- Awareness of issues affecting older people and carers
- Commitment to equality diversity and inclusion
- Empathy patience and a non-judgemental approach
- Willingness to work within defined procedures and limits of competence

Person Specification

Desirable

- Experience working within an advice service voluntary sector or health and social care setting
- Knowledge of welfare benefits housing or adult social care systems
- Experience of face-to-face advice or reception based work
- Knowledge of local services in Bromley / Greenwich

Working at Age UK Bromley & Greenwich offers a host of benefits designed to support your professional growth, work-life balance, and personal well-being:

- **Holiday Entitlement:** 27 days of annual leave (pro rata), plus bank holidays, (two days allocated over the Christmas period)
- **Pension Scheme:** All eligible employees are automatically enrolled in our pension scheme through The Pensions Trust, offering a competitive match of 5% from employees and 3% from employers.
- **Employee Assistance Programme:** Access to LifeWorks, providing 24/7 support for mental, financial, physical, and emotional well-being.

If you're looking for a role where you can make a direct, positive impact on the lives of older adults in Greenwich while working as part of a supportive and passionate team, this could be the perfect opportunity for you. The Greenwich Over 50s Feeling Good programme is dedicated to enhancing the health and wellbeing of local residents, empowering them to stay active and connected within their community.

If you have any questions please contact our HR department:
hr@ageukbandg.org.uk
020 8315 1862