** JOB DESCRIPTION**

**INFORMATION & ADVICE OFFICER**

**Reporting to:** Head of Community Services

**Salary:** £8,049 per annum for 15 hours (£18,781.00 FTE)

**Hours of work:** 15 hours a week to be worked over 3 days

**This is an excellent opportunity to be part of a developing team, offering information & advice to older people, carers and professionals, across Buckinghamshire.**

**Job purpose**: To provide information and advice as appropriate, including signposting to other services / organisations, by telephone, email, virtual platform and face-to-face.

**Main tasks and responsibilities**

* To answer and respond to queries coming into the organisation, logging each call on Charitylog, the Charity’s database and giving information and advice as appropriate.
* To explore the nature of the client enquiry and, where appropriate, the wider circumstances to gain as full an understanding as possible.
* To identify and research information relevant to the client’s situation, drawing on all relevant resources.
* To present and discuss information with the client on the most accessible format, to support them to identify a suitable solution or course of action.
* To signpost and/or refer to other services, both within and outside of Age UK Bucks
* Undertake administrative duties to support the work of the Information & Advice team and AUKB.
* To perform general clerical and office duties as necessary, including photocopying, franking post etc.
* To attend meetings, training sessions and support and supervision meetings as required

**Person specification**

Essential requirements

* Experience of providing information and advice by telephone, email and face-to-face
* Experience of supporting older people, in a paid or personal capacity
* Excellent communication skills, including the ability to adapt communication as required
* Knowledge of health and social care systems
* Ability to prioritise tasks, remain calm under pressure and manage a varied workload
* Experience of inputting data onto databases and the ability to retrieve statistical information as required
* Ability to work as part of a team

Desirable requirements

* Excellent standards of literacy and numeracy
* Good organisational skills
* General administrative experience

**Organisational requirements**

* Commitment to the aims of the organisation
* Understanding of Equal Opportunities, Confidentiality and Data Protection policies
* Awareness of health, safety and welfare of staff, volunteers and members of the public
* Familiarity with the policies and procedures of Age UK Buckinghamshire

This job description may change from time to time according to the needs of the organisation.