

## **Job Description**

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| Job Title       | <b>Information &amp; Advice Officer</b>  |
| Hours of work   | 18 hours per week – over 4 or 5 days   |
| Salary          | £14.20 per hour  |
| Working pattern | Part-time over 4 or 5 days   |
| Place of work   | Sycamores Centre, Exeter   |
| Annual leave    | 6 weeks per annum pro rata   |
| Status          | 1 Year Contract, with a view to extending  |
| Benefits        | <ul style="list-style-type: none"> <li>• Company Pension</li> <li>• Free on-site parking</li> <li>• Blue Light Card</li> <li>• Regular Supervision (where relevant to role)</li> </ul> |

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| <b>Job Purpose</b>  |
| To support older people by providing them with reliable and up-to-date information and guidance on various aspects of later life. This includes helping individuals understand their rights, claiming benefits they are entitled to, and making informed decisions about their health, housing, and lifestyle. The service aims to be the first point of contact for older people seeking assistance with age-related needs, ensuring they have access to the support they need to live well in later life. |
| <b>Responsible to</b>   |
| Mark Knight – Information & Advice Lead   |

## Main Duties

To be first point of contact for all client contacts with the Information and Advice team. To deal with all telephone and email enquiries and appointments from clients signposting to other services, within the I&A team and the wider AUK Exeter team.

To ensure the Information line operates in line with the required hours of operation.

To deliver a person-centred service covering welfare rights, housing, social care and benefits advice according to client needs. This may include information and signposting.

To act on behalf of and with permission of clients, including correspondence, filling in forms and seeking information from third parties.

To manage own caseload with minimal supervision and work in close partnership with I&A colleague's and the wider AUK Exeter team.

To assist in developing the knowledge of volunteers and support them with more complex enquiries.

To assist in supervising and training a team of volunteers as and when required.

To maintain Charity Log database; keep full and accurate records of work done including case records and statistics, providing reports as required.

To provide talks and presentations to local groups about the service Information and Advice Team offer.

To develop and maintain effective relationships with clients, their carers and all other key individuals and/or groups whilst demonstrating a positive commitment to always providing good customer service.

To communicate effectively by maintaining clear concise and open communications at all times, ensuring the Line Manager is kept fully informed and updated.

Demonstrate personal leadership by contributing towards continuous service improvement adopting a positive approach to change and willingness to seek solutions to resolve the day to day challenges of delivering effective services for older people who live in Exeter.

To attend regular formal supervision with the Line Manager and undertake training to update skills and knowledge appropriate to the role.

Willingness to work outside normal working hours on occasion if required and to participate in promotional, fundraising and income generating events, activities and any other duties as may be reasonably required by the organisation.

Strictly observe the need to be discreet with personal, sensitive information and adhere to the rules of confidentiality and the Data Protection Act.

Any other duties as delegated

## Other Duties

This job description is intended as a guide to the general duties required of the post. The post holder may be required to undertake training and perform duties other than those given in the job description. The duties and responsibilities attached to posts may vary from time to time. Such variations are a common occurrence and would not justify the re-evaluation of a post. Where a permanent and substantial change in the duties and responsibilities occurs, then the post would be eligible for re-evaluation.

## Disclosure and Barring Service (DBS)

This post is covered by the Rehabilitation of Offenders Act 1974. We only ask applicants to disclose convictions which are not yet spent under the Rehabilitation of Offenders Act 1974. If you are not sure whether your convictions are spent, please contact Nacro for further advice. If successful in being invited to interview, you will be asked to fill in our Criminal Record Declaration Form, which will be confidentially returned to our HR and Finance Manager. We guarantee that the information you provide will be used fairly and will only be seen by those who need to see it as part of the recruitment process.

A person's criminal record will not, in itself, debar that person from being appointed to this post. Suitable applicants will not be refused posts because of offences which are not relevant to, and do not place them at or make them a risk in, the role for which they are applying. All cases will be examined on an individual basis. However, failure to reveal this information could lead to the withdrawal of an offer of employment or disciplinary action.

If you are the chosen candidate for this job role, it will be subject to a satisfactory basic DBS check.

## Equal Opportunities

All employees have a responsibility to understand and abide by the obligations laid down in the organisation's equal opportunities policies.

## Health and Safety

All employees have responsibility for their own health and safety and for that of others who may be affected by their acts or omissions. Staff members are required to adhere to all health and safety regulations, guidance and procedures at all times.

## Confidentiality

All employees are expected to respect confidentiality in relation to Age UK Exeter business, client and service user data.

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| <b>How to Apply</b>   | Please submit your CV and a covering letter to Mark Knight, Information and Advice Lead at <a href="mailto:m.knight@ageukexeter.org.uk">m.knight@ageukexeter.org.uk</a> , detailing your relevant skills, experience, and qualities and why you would be a suitable candidate for the role, based on the Person Specification below. <i>(Please note, applications submitted without a covering letter will not be considered)</i> |
| <b>Closing Date</b>   | 17:00 on Friday 8 <sup>th</sup> May 2026   |
| <b>Interview Date</b> | Tuesday 19 <sup>th</sup> May 2026  |

## Person Specification

### Essential Criteria

#### Education and Training

Good level of general education  
GCSE Grade C or above in English & Mathematics

#### Competencies

Competent and accurate in data base entry  
Experience of handling confidential information in accordance with GDPR  
Experience of managing complex and varied caseloads

#### Skills/Abilities

Excellent IT skills using word processing, databases & spreadsheets  
The ability to work unsupervised  
Good verbal communication skills both face to face and via the telephone  
Ability to interact with the public  
An ability to prioritise and organise workload  
Sound analytical skills and ability to reflect on own and others practice

#### Attitude and Approach

Honest & trustworthy  
Able to work as a member of a team  
Accurate and conscientious approach to work  
Self-motivated with an ability to use own initiative  
Flexible approach to change  
Flexible approach to the working day  
Welcoming personality

#### Other Relevant Factors

A full driving licence and use of car for work (covered by business class insurance)  
Own Transport  
DBS Disclosure (If Employed)  
A desire to work with and for Older People

### Desirable Criteria

### Competencies

Experience of working in an Information and Advice service

Experience of undertaking benefits checks, whether manually or using a benefits calculator

### Knowledge and Understanding

Sound Knowledge of Welfare Benefits, housing, social care and other issues affecting older people or be willing to learn

A knowledge and understanding of the needs of older people and issues which affect them

Experience of working for a Charity

### Education and Training

Information, Advice and Guidance qualification or other related course.

Experience of completion of Lasting Power of Attorney applications

NVQ level 3 Information Advice and Guidance or equivalent

NVQ level 4 Information Advice and Guidance or equivalent

### Skills/Abilities

Ability to interact well and sensitively with people who may have a level of memory impairment

### Attitude and Approach

Understanding and willingness to work to the ethos and values of the organisation.