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JOB DESCRIPTION

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| **Job Title** | **Information and Advice Service, Lead** |
| **Salary** | £30129.84pa (£17,100.72 pro rata) |
| **Hours of work** | 21 Hours |
| **Working pattern** | Negotiable across Monday to Friday |
| **Place of work** | Hybrid, both remotely and at our premises Sycamores Centre, Mount Pleasant Road, EX4 7AE |
| **Annual leave** | 6 weeks including Bank Holidays on a pro rata basis. |
| **Status** | Initial 1 year term contract with a view to extending. |
| **Probationary Period** | 6 months from commencement of post. |
| **Notice Period** | Three months’ notice will be required in writing by either side. One week during the probationary period. |
| **Benefits** | * Company pension * Free on-site parking * Blue Light Card * Employee assistance programme with BUPA |
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| **Job Purpose** | |
| To manage and develop an effective and efficient information advice and signposting service that responds to the needs of older people in Exeter. | |
| **Responsible to** | |
| Chief Executive Officer | |

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| **Main Duties** |
| Establish and maintain a thorough knowledge of pension age welfare and other benefits together with a comprehensive database of information on national and local services to enable delivery of an effective advice information and signposting service to service users. |
| With help, support the existing and recruit, when appropriate, a team of volunteers (mainly for home visits) and design and organise induction and on-going training for such volunteers within the service using both internal and external contacts and resources.  Undertake on-going reviews of volunteers’ work to ensure a high-quality service and continuing individual and group development and learning. |
| After reestablishing the core service explore to develop our existing charged for Lasting Power of Attorney service, one day a week, to help people in planning for the future. |
| Ensure that the service works towards meeting the Age UK Information and Advice Quality Standards and any external standards the service may adopt. |
| Maintain and develop systems, procedures and resources that support the work of the service. |
| Ensure that all enquiries and subsequent actions taken are properly recorded, stored and collated in a timely manner using our in-house software CharityLog. |
| Promote the service in a variety of ways to a wide range of audiences. |
| Liaise with other organisations, contribute to advice networks and work in partnership with others where appropriate. |
| Remain up to date with changes in legislation, procedures, and good practice as relevant to the service. |
| Monitor and evaluate the service to ensure it meets users’ expectations and needs. |
| Undertake individual casework where appropriate and if capacity allows. |
| Act as a resource to other services within Age UK Exeter about information needs. |
| Identify relevant local and national issues and bring to the attention of the CEO. |
| Prepare written and statistical reports for the director and the board as required. |
| Work to ensure that the service is inclusive and non-judgmental. |
| Ensure the service complies with our confidentiality, data protection and health and safety policies. |
| Deliver presentations and attend information fairs as required. |
| Develop a good knowledge of local resources and relevant statutory and independent agencies. |
| Any other duties commensurate with the post. |
| **Disclosure and Barring Service (DBS)** |
| This post is subject to a satisfactory Disclosure and Barring Service check, which will disclose all cautions, reprimands and warnings as well as convictions. Our administration team will contact you with our Criminal Record Declaration Form, which can 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 criminal record will not necessarily bar you from the advertised position. This will depend on the nature of the position and the circumstances and background of your offences. However, failure to reveal this information could lead to the withdrawal of an offer of employment or disciplinary action. |

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| **How to Apply** | Please submit your CV and a cover letter detailing your relevant skills, experience, and qualities and why you would be a suitable candidate for the role, based on the Person Specification below, to [info@ageukexeter.org.uk](mailto:info@ageukexeter.org.uk)  For an informal discussion about the role, please contact our CEO Nicky Flynn on 01392 202092  *(Please note, applications submitted without a cover letter will not be considered)* |
| **Closing Date** | Midday, Friday 4th July 2025 |
| **Interview Date** | Wednesday 9th July 2025 |

**PERSON SPECIFICATION**

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| **Essential Criteria** |
| * Relevant experience in a professional setting. * Understanding of the information needs of older people and the barriers that exist in meeting them. * Good communication and people skills. * Good organisational and time management skills. * IT literate in Word and Outlook and ability to operate data management applications on CharityLog. * An ability to motivate and lead a team of volunteers and set and maintain clear boundaries. * Good supervision, support, and training skills * Skill in assessing the needs of older people and their carers. * Ability to think analytically and problem solve. * Ability to implement quality assurance systems and procedures. * Ability to manage a case load and oversee those of others. * Understanding of the boundaries between information, advice and advocacy. * Commitment to incorporating equality & diversity principles in aspects of your work. * Energy, enthusiasm, and an enquiring mind. |
| **Desirable Criteria** |
| * Previous experience of meeting people’s information needs in a professional setting. * Experience of working with older people. * Experience of supervising and supporting volunteers. * Experience of training and staff/ volunteer development. * Good knowledge of local resources and statutory agencies. * Good knowledge of the benefits system as it applies to older people. * Good at public speaking and presenting complex issues in an accessible way. * Experience of working with the media to get a message across. * Ability to drive and access to a car. |