

**Age UK Hertfordshire**  
**(Registered Charity No. 1116662)**

**Job Description**

Job Title/ position	<b>Information and Advice Service Support Assistant</b>
Department	<b>Information and Advice</b>
Location	<b>Hertford Head Office based during training moving to hybrid working</b>
Contract	<b>Permanent</b>
Hours	<b>35 Hours per week</b>
Starting wage/ salary	<b>£24,752 per annum</b>
Reports to	<b>Team Leader of the Dementia Information Advice Service</b>
Responsible for	<b>N/A</b>
Benefits/ entitlements	<b>Contributory Pension Scheme Health Cash Plan after six months service Travel expenses at 45p per mile for business use</b>

**Scope:**

Age UK Hertfordshire is an independent charitable organisation, which observes the values, principles, standards and good practice of the Age UK Federation; and consequently has been granted a licence to use the well-known name, Age UK Hertfordshire (AUKH), which is respected throughout the county.

Our mission is quite simply to ***“improve the lives of older people in Hertfordshire”***, and work to ensure that older people in Hertfordshire are valued, able to live well and retain their independence throughout later life.

We provide detailed information about our organisation and the range of services we provide on our website [www.ageuk.org.uk/hertfordshire](http://www.ageuk.org.uk/hertfordshire)

**Main purpose of the post:**

- Supporting the team to deliver a fast and efficient Information and Advice service to all those experiencing Dementia and older people across Hertfordshire, both by telephone and online.

- Working with the Head of Department, Team Leader, Service Coordinators and Volunteers to assist with the delivery of the Dementia Information and Advice Service.

### **Responsibilities/ Duties / tasks**

- Support with the maintenance of the information and advice IT systems in line with policy and working in partnership with colleagues.
- Establish and maintain a basic, general information manual about all subjects relevant to those experiencing Dementia, their carers and older people ensuring that it is easily accessible.
- Manage the voicemail and email inbox, responding to basic enquiries, and arranging call backs for more complex needs as necessary.
- Ensure that all information given to enquirers is accurate, current and in a style which is accessible and usable to a wide range of people.
- Ensure that referrals to supporting organisations are made in a timely manner.
- Respect the confidentiality of clients and their rights to make their own decisions.
- Maintain a monitoring service for the organisation by collecting statistical information about callers and enquiries to allow for development and evaluation of the service.
- Supply information to affiliated groups and external organisations.
- Work with other members of staff to identify the information needs of those experiencing dementia, their carers and older people of Hertfordshire and how to improve the availability of this material.
- Liaise with other voluntary, and statutory organisations, to help provide a comprehensive information and advice service for the community.
- Become familiar with, and utilise, all the resources available from Age UK National.
- Attend training, team meetings and one to ones as advised by the service manager.
- Carry out other relevant work as agreed with the service manager.

- Work occasional evenings or weekends for which time off in lieu will be given.

*'In addition to the duties and responsibilities list, the job holder is required to perform other duties assigned by the line manager from time to time which are commensurate with capability and status'.*

### **Additional Information**

**Confidentiality:** Attention is drawn to the confidential aspects of this job and personal responsibility and liability under the Data Protection Act 2018. Matters of a confidential nature, including information relating to clients or staff, must not under any circumstances be divulged to any unauthorised person.

**Health & Safety:** The post holder is required to take reasonable care of their own health and safety and that of other people who may be affected by their acts or omissions at work and to ensure that statutory regulations, policies and codes of practice and departmental safety rules are adhered to.

**Equality & Diversity Policy Statement:** We believe that equality for all is a basic human right and actively oppose all forms of unlawful and unfair discrimination. We celebrate the diversity of society and are striving to promote and reflect that diversity within this organisation.

**DBS: Enhanced DBS Required**

**APPOINTMENT OF THIS POSITION IS SUBJECT TO REFERENCES SATISFACTORY TO AGE UK HERTFORDSHIRE.**