

# Scams Awareness Officer Information & Advice Team

## About Age UK Lancashire

Age UK Lancashire proudly delivers services to over 12,000 older people across Lancashire each year, enabling them to maintain their independence and to enjoy choice and control over their lives.

## The Service

The Information & Advice (I&A) service is delivered across Lancashire offering support to approximately 2,300 older people with issues relating to welfare benefits, social care, housing, energy efficiency and scams awareness, every year.

We provide support through telephone calls, office appointments, outreach work, focus groups and home visits.

## In a nutshell

As a Scams Awareness Officer, your role is to provide advice to older people across Lancashire to help them identify scams and be able to confidently deal with scammers. You will also need to be able to offer advice, support and signposting if the client has already been scammed.

## What you'll do for us / The Job

You will conduct thorough customer assessments in their own homes and when appropriate, via telephone to identify any vulnerabilities or specific support needs. You will use these assessments to deliver tailored, person centred advice.

You will take a holistic approach, identifying additional services or organisations that may benefit the customer and make referrals as appropriate.

Having a confidence in public speaking, you deliver group awareness sessions across the County and attend regular networking meetings seeking new partnerships and outreach opportunities.



**Driving:** This role requires you to have a full driving licence and appropriate business insurance cover.

**DBS:** This role requires you to have an enhanced DBS check, and associated costs will be met by the employee.

## Our Values

We innovate

We care

We go above & beyond

We take responsibility

We are proud to work here

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## What you'll do for us / The Job

As the Scams Awareness Officer, you will be expected to manage your own schedule and caseload effectively, ensuring travel routes and appointments are planned with location and cost efficiency in mind.

You will complete all necessary follow up work for each case including conducting customer satisfaction surveys and customer stories.

You will create and maintain customer records on the CRM ensuring all documentation is uploaded appropriately and client consent is correctly recorded.

Travel extensively across Lancashire to deliver the service: therefore, a full driving license and access to a car is essential.

## Key working relationships

- Information & Advice Team
- Age UK Lancashire delivery teams
- Community Engagement Manager
- Trading Standards
- Lancashire Constabulary

## Other information

This role description is not intended to be exhaustive, but rather to clearly define the fundamental purpose, responsibilities and deliverables for the role.

In addition to the contents of this role description, employees are expected to undertake any and all other reasonable and related tasks allocated by line management.

To comply in all aspects with Age UK Lancashire's policies and procedures and to participate and contribute to Age UK Lancashire's activities, meetings and training courses, as required.



## Information & Advice Team quote:

*"The best bit of the job is knowing the work you're doing makes a real difference in older people's lives."*

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## Must have

- ✓ Excellent communication skills, both verbal and written
- ✓ Able to build relationships internally and externally
- ✓ Knowledge of common scams and other organisations who can provide support
- ✓ Confidence in delivering presentations to community groups
- ✓ Ability to remain calm and take a problem-solving approach to address challenges.
- ✓ An ability to maintain professional boundaries
- ✓ Good organisational skills with an ability to prioritise workloads to meet tight deadlines
- ✓ Digital skills to enable you to manage your time efficiently and effectively, including Microsoft applications such as Outlook and Excel and everyday use of an iPad and smartphone devices
- ✓ A full valid driving licence and use of a car for business purposes

## Great to have

- ✓ Experience of delivering effective information, signposting and referral service to clients
- ✓ Highly self-motivated, able to work confidently on own initiative and as part of a team
- ✓ Strong organisational skills
- ✓ Understanding of Safeguarding and risk awareness, additional training will be given
- ✓ Awareness of lone working

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