

Information & Advice Manager

About the organisation

Age UK Lincolnshire is an independent local charity and a valued member of the Age UK brand partnership. We are a dynamic, forward-thinking, and welcoming organisation, dedicated to supporting over 6,000 people across the county every month. With offices and retail outlets throughout Lincolnshire, we offer a wide range of services, social groups, and activities designed to help older people stay independent, active, and enjoy a fulfilling later life.

Our vision – **a world where older people flourish** – is delivered in the pursuit of our strategic priorities and values:

To improve the lives of older people	Caring & Understanding
To increase our organisation's financial sustainability and contribution to the local economy	Dedicated & Passionate
To be leaders in providing high quality services and achieve customer excellence	Dignity & Respect
To be a partner of choice	Independence
To be an employer of choice for staff and volunteers	Compassionate

We're a growing organisation with over 260 dedicated employees working across 19 departments, supported by more than 200 passionate volunteers. As we continue to expand, we're looking for talented individuals who share our vision and values to join our team. If you're inspired by our mission, aligned with our strategic priorities, and committed to making a difference in later life, we'd love to hear from you.

Our recruitment and selection process

To ensure a fair and consistent approach, all candidates must complete our [application form](#) we do not accept CVs. The form is designed to capture key information about your employment history, qualifications, and skills gained through work or education.

We encourage applicants to refer closely to the job description and person specification when completing their application. This helps demonstrate your understanding of the role and how your experience aligns with our requirements.

Once the job advert closes, applications are reviewed by the hiring manager for shortlisting. In some cases, applications may be considered before the closing date if we receive a high volume of interest.

Interview Process and Reasonable Adjustments

At Age UK Lincolnshire, we aim to make our interview process as welcoming, fair, and accessible as possible.

If your application is shortlisted, you will be invited to attend an interview, which may be held in person or via video call (Microsoft Teams) depending on the role and circumstances. During the interview, we'll explore your experience, skills, and alignment with our values and the requirements of the role.

We are committed to ensuring that all candidates have equal access to opportunities. If you require any reasonable adjustments to support you during the recruitment or interview process; such as accessible formats, additional time, or alternative arrangements please let us know when you are invited to interview. We will do our best to accommodate your needs.

Job Description

Job title:	Information & Advice Manager
Department:	Information & Advice
Location:	Various
Hours of work:	35 hours per week
Contract:	Permanent
Responsible to:	Charitable Services Director
Job purpose:	To professionally manage the operational delivery of all Information & Advice across the organisation, ensuring professional and impartial information and advice is available to older people across Lincolnshire. Demonstrate a strategic approach in the best interest of the organisation and our customers, in order to manage the continuous development and delivery of all Information and Advice related services across our area. Provide an excellent front facing customer experience as well as associated externally funded information and support service contracts. Recruit, train, support and develop the knowledge of all staff within the departments to ensure quality standards are maintained and performance targets are reached, whilst maintaining a case load. An energetic and proactive approach is essential to this role in both service delivery and through the successful sourcing and completion of income generation project and grant funding applications.

Key Responsibilities:

- Manage the Information and Advice service provision, ensuring older people across Lincolnshire and North Lincolnshire have access to high quality impartial face to face, telephone, email and virtual advice.
- Manage a team of advisors providing Information and Advice in line with Government legislation to older people, ensuring organisational and national Age UK quality standards are adhered to at all times.
- Manage and develop all internal Information & Advice service provision.
- Manage the delivery and development of the Connect to Support Lincolnshire contracted service, supporting the team to provide outreach, information and guidance whilst keeping the web page updated with guidance and signposting.

- Develop and work to budgets, targets, Key Performance Indicators (KPI's) and deadlines as set with the Charitable Services Director, recording both quantitative and qualitative data in a timely manner.
- Source and secure core and contract and grant funding opportunities to maintain and expand Information & Advice services, completing the necessary funding bids required.
- Maintain own knowledge and training of Information and Advice on, but not limited to, Welfare Benefits, Housing Options and access to Social Care services.
- Manage the development and expansion of the Information and Advice department in order to reach older people across our area, using demographic information, customer feedback and outreach focus groups to determine the direction of future provision.
- Manage all aspects of the organisation's reception functions and information provision, ensuring a professional and friendly welcome for everyone accessing the Charity.
- Oversee the development of the reception function, supporting the Corporate Director's staff and volunteers with the quality standards of information delivery.
- Recruit, induct and train new staff into all relevant departments whilst ensuring existing staff maintain their mandatory knowledge-based training.
- Develop and manage new and existing information and support internal and contracted services, ensuring delivery is compliant with the contract and all KPIs and reporting requirements are achieved, whilst developing and maintaining strong relationships with external Contract Managers.
- Develop and deliver to budgets, monitoring income and expenditure on a monthly basis against management accounts.
- Complete monthly departmental dashboards and impact reporting requirements on financial and service delivery information and forward focus, to the standard expected when reporting to a Board of Trustees.
- Collate, prepare and deliver service and contract monitoring reports as directed by the Executive Team and funders for contract monitoring purposes.
- Effectively manage the workload of information departments as a whole, allocating work streams to ensure efficiency and cross department team working.
- Carry out regularly scheduled supervision and annual appraisals with all staff within departments.
- Monitor and maintain our CRM System (Salesforce) for accuracy and quality, and produce reports as requested by the Executive Team.
- Deliver monthly case studies and customer stories that demonstrate the social and financial impact of the activities being delivered.
- Ensure the service maintains excellent quality standards in line with the organisation's internal and external quality standards.
- Be proactive with own personal development to ensure up to date legislative knowledge in order to ensure the most current information is available to customers.
- Attend, and ensure all staff attend, relevant training to ensure information and advice knowledge is current at all times, ensuring all delivery is compliant though internal and external file reviews.
- Represent Age UK in a professional manner at both internal and external meetings locally and nationally, to promote both Information and Advice and our services.
- Adhere to all policies and procedures of the organisation at all times.
- Carry out all other duties as deemed reasonably appropriate by the Line Manager.

The Information and Advice Manager role is integral to the success of the organisation and requires a high level of professionalism, knowledge, energy and performance.

Person Specification

E	Essential	D	Desirable	A	Application	I	Interview
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Experience

Experience of working in an Information & Advice provision	E	A/I
Experience of supervising Information & Advice staff	E	A/I
Experience of working with a complex and demanding workload	E	A/I
Experience and knowledge of the statutory regulations and other key guidance in the Welfare Benefit and Social Care systems	E	A/I
Experience of working with older people	E	A/I
Experience of setting and working to budgets	D	A/I
Experience of writing funding bids	D	A/I

Knowledge

Understanding and appreciation of the needs of older people and persons at risk	E	A/I
Excellent two-way communication skills with proven ability to communicate effectively both verbally and in writing and liaise effectively with people at all levels and from a variety of cultural backgrounds	E	A/I
Excellent IT skills and knowledge of Microsoft Office programs including Word and Excel	E	I
Ability to produce executive level service reports	E	A/I
Awareness of the function of Age UK Lincolnshire services and support	D	A/I

Education & Qualifications

A good standard of secondary education	E	A/I
Evidence of training and ongoing development	D	A/I

Personal Qualities

Well-presented and business like	E	I
Professional with the ability to maintain confidentiality levels at all times	E	A/I
Ability to successfully manage a demanding and varied workload in a timely manner	E	A/I
Ability to work effectively as part of a team, with the initiative to work alone when required	E	A/I
Approachable, empathetic, friendly and able to get on with others whilst being a strong leader	E	A/I
Willing to accept instruction and responsibility	E	A/I
Excellent organiser, proactive and a good time keeper	E	A/I
Flexible and creative approach, enthusiastic and outgoing	E	A/I
Good local knowledge of services for older people	D	A/I
Commitment to providing a person-centred service	E	A/I

Additional Information

Using your car

It is an essential requirement to have a full UK driving licence with access to your own car. You must provide your driving licence, proof of vehicle insurance with business use and the make, model and colour of your vehicle.

Mileage

We pay 45p per mile up to 10,000 miles and a reduced rate thereafter.

Probation Period

All employees at Age UK Lincolnshire are subject to a six-month probationary period. This allows both you and the organisation time to ensure the role is the right fit, and to provide support and feedback as you settle into your position. During this period, performance, conduct, and overall suitability for the role will be reviewed in line with our policies and values.

DBS (Disclosure & Barring Service)

This post requires an enhanced DBS check (adult's barred list) – check which level and edit accordingly.

Conditions of Employment

- Receipt of two satisfactory references (one must be a professional reference from your current or most recent employer; neither may be related to you)
- Proof of your right to work in the UK (please visit <https://www.gov.uk/prove-right-to-work> to find out what documents we can accept as proof of identity)
- A satisfactory enhanced certificate issued by the Disclosure and Barring Service (please visit <https://www.gov.uk/government/publications/dbs-identity-checking-guidelines/id-checking-guidelines-for-standardenhanced-dbs-check-applications-from-1-july-2021#group-1-primary-identity-documents> to find out what documents we can accept as proof of identity)

To find out more about this role please email HR@ageuklincolnshire.org.uk or call 01522 696 000 and ask to speak to a member of the HR team.