

# Information & Advice Officer

## 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

<b>Job title:</b>	Information & Advice Officer
<b>Department:</b>	Information & Advice
<b>Location:</b>	Primarily office based (36 Park Street, Lincoln LN1 1UQ) with some work in the community
<b>Hours of work:</b>	35 hours a week Monday to Friday
<b>Contract:</b>	Permanent
<b>Responsible to:</b>	Information & Advice Manager
<b>Job purpose:</b>	<p>To provide professional and impartial information and advice to older people, either in person in various locations, virtually or by telephone.</p> <p>Supporting the development and delivery of the service at all outlets of the organisation across Lincolnshire.</p> <p>Operate a live web chat and telephone signposting service for adults of all ages.</p>

### Key Responsibilities:

- To work within the Information and Advice team ensuring customers have access to a resource base of fact sheets, leaflets and other information and advice material.
- To provide information and advice on, but not limited to, welfare benefits, housing options and access to health and social care in accordance with Information & Advice Quality Programme standards.
- Manage a demanding workload with a flexible approach.
- Carry out office, telephone and virtual appointments as well as home visits and community-based appointments with customers.
- To complete welfare benefit application forms with the customer in accordance with legislative guidelines and departmental protocols.
- Refer and signpost to both internal departments and external organisations in line with quality standards.
- Collate, monitor and prepare statistical data for monitoring reports.

- Maintain accurate records in a timely manner on Age UK Lincolnshire’s Information Management Systems (Salesforce).
- Ensure the service maintains excellent quality standards, working within quality guidelines and departmental protocols.
- To be proactive with own personal development maintaining own and up to date legislation knowledge in order to ensure the most up to date information is available to customers.
- Actively and enthusiastically complete an Age UK 12 month ‘New Advisor’ training programme.
- Attend all internal and external relevant training as requested to ensure information and advice knowledge is current and compliant with Age UK Lincolnshire’s quality standards.
- Represent Age UK in a professional manner at both internal and outreach events across the county, to offer Information and Advice and promote Age UK Lincolnshire’s services.
- Adhere to all policies and procedures of the organisation at all times.
- At the heart of our organisation, a “One Team” approach aims to support creative and flexible responses from every member of our workforce to benefit each and every older person using our services; from personal care, support services, befriending, information and advice, retail and fundraising; there is an expectation for everyone to support colleagues beyond their own team.
- Carry out all other duties as deemed reasonably appropriate by your Line Manager.

### Person Specification

E	Essential	D	Desirable	A	Application	I	Interview
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#### Experience

Worked in an information and advice provision	E	A/I
Worked with volunteers	D	A/I
Worked with a complex and demanding workload	E	A/I
Worked with the welfare benefits and social care systems	D	A/I
Worked with older people	D	A/I
Worked in a customer facing, person centred role	D	A/I

#### Knowledge

Understand and appreciate the needs of older people and persons of risk	E	A/I
Excellent verbal and written communication skills with a proven ability to liaise with people at all levels, from all backgrounds and experiences	E	A/I
Confident and competent in using a wide range of Microsoft Office programmes	E	I
Awareness of the function of Age UK Lincolnshire’s services	D	A/I
Awareness of safeguarding and data protection legislation	D	A/I

#### Education & Qualifications

Good standard of general education, including GCSE (or equivalent) grade C or higher in English and Maths	E	A/I
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Evidence of training and ongoing development	D	A/I
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### Personal Qualities

Well-presented and professional approach	E	I
Professional with the ability to maintain confidentiality at all times	E	A/I
Ability to work effectively as part of a team, with the initiative to work alone when required	E	A/I
Willing to accept instruction and responsibility	E	A/I
Excellent organiser, proactive and a good time keeper	E	A/I
Approachable, empathetic friendly and able to get on with others and be a team player	E	A/I
Commitment to provide a client focussed 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).

## 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](mailto:HR@ageuklincolnshire.org.uk) or call 01522 696 000 and ask to speak to a member of the HR team.