

INFORMATION AND ADVICE DEPUTY MANAGER JOB DESCRIPTION

Job title:	Information and Advice Deputy Manager
Place of work:	Location will be determined by business need but will include working in Age UK BRWF premises across the organisation, outreach venues and in clients' homes. The role may also involve working from home.
Responsible to:	Information and Advice Manager Chief Executive Officer
Hours of work:	28 hours per week (Job Share will be considered)
Salary:	£13.74
Annual leave:	5 weeks plus bank holiday (pro-rata)
Post:	Permanent
Start date:	As soon as possible

GENERAL INFORMATION

Age UK Bromsgrove, Redditch and Wyre Forest is a registered charity which provides services for the benefit of older people in north Worcestershire. It is a local, independent, non-profit organisation which is governed by a Board of Trustees.

The Information and Advice service provides a comprehensive, high quality service offering information, advice, signposting, and other support as appropriate to meet the needs of clients. We pride ourselves in offering a local, person-centred service to thousands of older people and their carers in Bromsgrove, Redditch, and Wyre Forest.

KEY RESPONSIBILITIES OF THE ROLE:

1. Service Management:
 - Assist in the management of the Information & Advice service, ensuring it operates effectively and efficiently.
 - Monitor and evaluate service delivery, ensuring it meets quality standards and the requirements of external stakeholders.
 - Support the Information & Advice Manager in the development and implementation of service plans, policies, and procedures.
2. Team Leadership:
 - Provide supervision, guidance, and support to a team of advisors, volunteers, and administrative staff.
 - Support advisers to deal with complex or sensitive cases, sourcing specialist advice where necessary.
 - Organise and deliver training sessions to ensure the team is knowledgeable and up to date with the latest information, policies, and procedures.
 - Conduct regular team meetings and one-to-one supervision to monitor performance and identify development needs.
3. Client Support:
 - Ensure that clients receive accurate, timely, and impartial information and advice on a wide range of issues, including benefits, housing, health, and social care.
 - Maintain a caseload of high-priority clients, ensuring all interactions are documented and followed up appropriately.

4. Quality Assurance:

- Ensure that all advice provided meets the quality standards set by Age UK and relevant external bodies.
- Participate in internal and external audits, addressing any areas for improvement identified.
- Regularly review service delivery methods and materials to ensure they are up-to-date and relevant to client needs.
- Keep up to date on relevant changes in law, policies and procedures and services/support both locally and those affecting older people in general, including participation in internal and external training courses as appropriate.
- Assist in the development of good practice in providing information and advice services and carry out required responsibilities to conform with the Age UK Quality Advice Standard.

5. Stakeholder Engagement:

- Develop and maintain strong working relationships with external partners, including local authorities, healthcare providers, and other charities.
- Represent Age UK BRWF at meetings, forums, and other events as required.
- Support the Information & Advice Manager in identifying opportunities for service expansion and improvement.

6. Reporting and Administration:

- Assist in the preparation of reports, including service performance reports and funding applications.
- Ensure accurate and timely record-keeping, complying with data protection regulations.
- Manage the day-to-day administrative tasks associated with the Information & Advice service.

OTHER INFORMATION

- Age UK Bromsgrove, Redditch and Wyre Forest are committed to equal opportunities, principles and practice.
- All staff, in their particular roles and working collaboratively, will be expected to pursue the aims and objectives of Age UK Bromsgrove, Redditch and Wyre Forest set out in the overall strategic plan of the Organisation.
- All staff must work within the policies and guidelines adopted by the Organisation (see Staff Handbook).
- All staff will participate in the supervision and appraisal systems adopted by the Organisation.
- Age UK Bromsgrove, Redditch and Wyre Forest is committed to staff and organisational development, we will identify training needs and will expect and encourage the involvement of all staff in meeting them appropriately.

THIS JOB DESCRIPTION IS INTENDED AS A SUMMARY OF THE MAIN DUTIES OF THE JOB HOLDER, WHO WILL FROM TIME TO TIME BE REQUIRED TO CARRY OUT OTHER ACTIVITIES NOT SPECIFIED IN THIS DOCUMENT.

**INFORMATION AND ADVICE OFFICER
PERSONAL SPECIFICATION**

ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
Qualifications	<p>GCSE qualification (or equivalent) in English and Maths at grade C or above.</p> <p>Evidence of continuous professional development.</p>	Professional qualification in advice and guidance, social work, or a related field.	CV
Experience	<p>Significant experience in providing information and advice services.</p> <p>Experience in managing or supervising a team, with a strong track record of achieving service targets.</p> <p>Knowledge of health services, adult social care, and housing services.</p> <p>Knowledge of welfare benefits and entitlements for older people and their carers.</p> <p>IT literacy including use of emails, word-processing and databases</p>	<p>Completion of benefit entitlement checks and forms for Attendance Allowance and Personal Independence Payment.</p> <p>Experience in handling complex and sensitive cases, particularly involving older people.</p>	CV Interview References
Ability to take advantage of training opportunities	Past history shows ability to learn and progress	Clear view of what candidate wishes to achieve in post	CV Interview References
Communication Skills	Strong interpersonal and communication skills, both verbal and written.		CV Interview

	<p>Ability to relate to and liaise with people from a wide range of backgrounds and experiences.</p> <p>Listening, information gathering and assessment skills</p>		
Disposition/Motivation	<p>Commitment to post</p> <p>Ability to organise and manage own workload and work as part of small team to achieve client outcomes.</p> <p>Flexible, adaptable, and self-motivated. Able to work on own initiative.</p>		Interview References
Other specific requirements	Full current driving licence and access to transport.		