

Job Description & Person Specification

Job Title	Information & Advice Officer
Reporting to:	Information & Advice Team Leader
Grade	£17,486.82 per annum (£27,532.44 pa Full Time) - Band 5
Hours of work	23.5 hours per week, Tuesday to Thursday.
Place of work	The William and Patricia Venton Centre, York Road, Northampton NN1 5QJ
Purpose of Role	To provide a high-quality information and advice service to clients, carers and/or service providers. To take live calls on the Information and Advice Line. The post is a hybrid role working at home and in the office, with some work in the community.
Main Tasks	<ol style="list-style-type: none"> 1. To receive live calls on the Information and Advice Line and to respond to messages and referrals. 2. Assist clients with welfare benefit claims such as Attendance Allowance. 3. Assist clients with advice and guidance on a range of services, but not limited to: care homes, rights to community care, hospital discharge, assistance at home and housing benefits. 4. To accurately record casework as per the I&A procedures guide, adhering to the Age UK National Information and Advice Quality Mark standard, AQS and General Data Protection Regulation (2018). 5. To carry out standard benefit assessments, inform clients of their entitlements and provide support with making appropriate claims. 6. To maintain up to date knowledge of local services. 7. To ensure that the administrative tasks associated with the role, such as case recording, database entries, statistics, form completion, scanning, etc are completed in a timely, accurate and efficient manner and meet all deadlines. 8. To undertake any training deemed necessary. 9. To work effectively as part of a team, with commitment to ongoing personal development relating to advice work.

	10. Any other duties commensurate with the role.
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Person Specification

Job Title: Information & Advice Officer	Grade:
Department: Information & Advice Team	Date: 21.09.2022

Criteria	Desirable/Essential (D/E)	Assessed by: Application form (A) Interview (I) Written test (T)
Qualifications Good general standard of education A-level or equivalent qualification Maths and English qualification	E D E	A A A
Skills, Knowledge & Abilities Current knowledge and experience of welfare benefits for older people. Ability to follow I&A procedures and adhere to the Age UK National I&A Quality Mark and AQS. Ability to prioritise own work and meet deadlines. Excellent written and spoken communication skills. Strong IT skills (including MS Office and database). Good understanding of issues for older people and their carers. Excellent interpersonal skills. Highly motivated, able to work well as part of a team and independently.	E E E E E E E E	A, I & T A & I A & I A, I & T A, I & T A, I & T A & I A & I

Driving licence and own vehicle, ability to travel throughout the county.	E	A & I
Commitment to the aims and principles of Age UK Northamptonshire's Equality and Diversity Policy.	E	A & I