



JOB DESCRIPTION

Benefits Advisor

Post Title:	Benefits Advisor	Pay Scale:	£24,915.80 per annum AUNN Band E
Department:	Advice	Hours of Work:	37 hours per week
Responsible to:	Senior Operational Manager (Advice)	Tenure:	Fixed term until 30 th September 2026 (with possibility of extension)
Based:	Hybrid – home, office & field based	Date of issue:	October 2025

Our charity shares a common goal, no matter what job role we carry out: that older people can find the help and support they need to enjoy their later life as much as possible.

PURPOSE OF THE DEPARTMENT/SERVICE

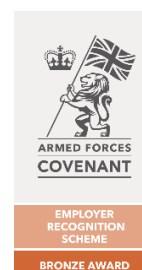
The Advice team provides welfare benefits advice, meeting the Age UK Brand Partnership requirements and tailored to the needs of older and vulnerable people in Nottingham and Nottinghamshire.

The team of paid staff works extensively with volunteers to provide services including office appointments, telephone sessions and home visits.

PURPOSE OF THE POST

The post holder will work as part of the Advice team, providing specialist welfare benefit advice and support to maximise income and resolve all benefits queries for eligible service users in Mansfield and Ashfield, and the surrounding area if required.

The focus of the post will be on undertaking welfare benefit entitlement checks and supporting completion of the relevant claim forms. This work will be carried out over the telephone, and via home and office visits, and outreach into the community.



KEY DUTIES & RESPONSIBILITIES

The post holder is expected to demonstrate an acceptable level of competence in their role for each of the key duties and responsibilities listed below. Competence means demonstrating the required skills, abilities, attitude and behaviours in your work role.

Communication and Customer Service (C&C)

1. Undertake welfare benefit entitlement checks and provide specialist welfare benefit advice and support to assist with claiming entitlements and resolving queries via telephone, home visit, office appointments, and outreach arrangements as appropriate.
2. Have a good understanding of the boundaries of the advice service and make onward referrals or signpost elsewhere where appropriate.
3. Provide relevant information and signposting on areas which impact on welfare benefits, such as social care, housing options, and local services to clients in the spirit of offering a holistic support service.

Planning and Organisation (P&O)

1. Ensure all deadlines and targets linked with the appropriate funding programmes are adhered to as a key priority.
2. Effectively manage your own diary and workload including client-facing appointments, team meetings and administration and other tasks as appropriate.
3. Ensure all your own advice cases are progressed in a timely manner.
4. Be proactive within the role and provide cover for team members in their absence where reasonable and appropriate.

Recording & Monitoring (R&M)

1. Use case recording systems to ensure all client interactions are recorded, dealt with and progressed in a satisfactory and professional manner.
2. To ensure that all outcomes and codes are entered onto our CRM system in a timely manner – including following up on estimated gains to record actual outcomes.
3. Be responsible for your own administration, including producing all correspondence associated with the role.

Quality (Q)

1. Ensure that all information and advice provision, case management and case recording undertaken by you is in line with the requirements of the Advice Quality Standard, models best practice and is clear and accurate.
2. To undertake quality assurance checks on cases as directed, and support with the delivery of quality-assured advice across all services.
3. Review quality assurance checks undertaken on your cases and complete any corrective action required within the timescales specified.

4. Support management by taking a proactive approach to ensuring the charity maintains the standards set out within the Advice Quality Standard and any other relevant quality standards.

Charity Focus (CF)

1. Have a good understanding of the services provided by the charity.
2. Assist with attending events and other outreach activities, on an occasional basis, to promote relevant services.
3. Work closely with internal services and partner organisations as appropriate to foster and effectively maintain positive working relationships.

Team Work (TW)

1. Fully engage in informal catch-ups and team meetings to maintain a continuous flow of communication and peer support throughout the team.
2. Provide specialist welfare rights support to volunteers as well as staff from other departments to ensure quality-assured advice provision across the charity.
3. Work flexibly with other members of the wider team to ensure that key activities are delivered in an open and supportive environment.

Specialist Knowledge (SK)

1. Remain up to date with relevant welfare rights legislation and wider social welfare information at a practitioner level.
2. Keep abreast of training needs to ensure high-quality advice and support.
3. Understand the needs of disadvantaged groups and the difficulties they face in accessing information, advice and support.
4. Respond in a timely, professional and non-judgmental way to allegations of abuse, following the charity's safeguarding procedures.

Leadership (L)

1. To provide peer support and advice to volunteers concerning their service users and other aspects of their role on a day-to-day basis.
2. To ensure your line manager is kept informed of any significant developments or issues within the team.

Please note that all posts within the charity carry this level of expectation.

Charity Responsibilities - Standard Clauses

Your Needs

- You will keep under review your own developmental needs, keep yourself informed of current issues and be alert to the Age UK Notts training programmes and policies and attend all supervision meetings advised by your line manager. It is your responsibility along with your line manager to identify training and development needs and to inform your line manager of these (C&C, P&O).

Equality, Diversity and Inclusion

- You will uphold the Age UK Notts Equality, Diversity & Inclusion policies and practices thereby promoting fair and quality services to all. If Age UK Notts deem you have breached any of these policies this may be dealt with under the disciplinary procedure. All policies can be viewed on the Oracle - please ensure you refer to the Equality, Diversity & Inclusion Policy and the Bullying and Harassment Policy (Q, CF).

Health and Safety

- You will take reasonable care for your health and safety and have regard to other persons who may be affected by the performance of your duties, in accordance with the provisions of Health and Safety legislation and actively encourage, promote and reinforce all Health and Safety procedures in accordance with the guidelines laid down in the Age UK Notts Health and Safety Manual (Q).
- You will exercise proper care in handling, operating and safeguarding any equipment or appliance provided, used or issued by Age UK Notts or provided by a third party for individual or collective use in the performance of your duties (Q, C&C).

Safeguarding

- You will raise any concerns regarding safeguarding and report all allegations of abuse in line with the Age UK Notts Safeguarding policy (Q, CF, C&C).

Customer Care

- You will promote and deliver services in a way which is sensitive and responsive to those receiving such services and be aware of and implement the Age UK Notts customer care policies and service level agreement requirements (if applicable) (C&C, Q, CF).

Professional Integrity

- You will maintain at all times the professional integrity of the Charity and represent its main interests in any dealings with other bodies, groups and individuals (CF, Q).

Quality Assurance

- You will uphold and proactively contribute to the Age UK Charity Quality Standard (Q, CF).

Other

- Participate in, and promote fundraising & income generation (CF, C&C).
- Promote all Age UK Notts services and trading products (CF).
- You will attend staff meetings, the annual staff conference and other meetings as requested in order to keep up to date with information within the Charity (CF, C&C, Q).
- You will provide for your line manager regular timesheets, and any other reports or information as required (C&C).
- You will carry out any other specified tasks that may be reasonably required by the relevant Manager, with the proviso that any changes of a permanent nature will be included in the job description (TW).

This job description is intended as a summary of the main elements of the job described. They may be varied from time to time in consultation with the job holder without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

I confirm that I have discussed the content of this Job Description with my line manager and that I understand its content.

Name of Employee:

Signature of Employee:

Date:

Name of Supervisor:

Signature of Supervisor:

Date:



Person Specification Benefits Advisor

Please indicate on enclosed application form evidence to show why you fulfil each individual point below:

Essential Requirements

1. In-depth knowledge of welfare benefits, including working age and pensionable age OR the ability to build this knowledge base through intensive training within a short period, with previous experience of in-depth training and development (SK)
2. Experience (paid or unpaid) in delivering advice, information or guidance to members of the public (C&C, SK)
3. Methodical thinker, with the ability to undertake complex welfare benefit entitlement checks with a high level of accuracy (SK, R&M)
4. Good attention to detail and the ability to document key information in comprehensive yet concise case notes (Q, R&M)
5. Experience of using organisational skills to plan own workload and meet deadlines under pressure, while ensuring high quality (Q, P&O, R&M)
6. Excellent interpersonal and communication skills with a friendly, sensitive and professional approach to build trusting relationships, when working face-to-face, over the phone or remotely (C&C, Q, CF)
7. An understanding of the needs of people at risk of reducing or losing their independence because of age, disability, health conditions or bereavement (C&C, Q, CF)
8. Excellent IT skills including proven use of databases (such as a CRM) and Microsoft Word, Excel and Outlook (C&C, Q, P&O, R&M)
9. Knowledge and understanding of Equality, Diversity & Inclusion issues and a commitment to implement the Age UK Notts Equality, Diversity & Inclusion policy. (C&C, Q, TW, CF)

Desirable Requirements

1. Knowledge of and experience working in the voluntary sector (C&C, Q, CF)
2. Experience of working within an advice supervision framework, including carrying out case checks and working to agreed quality standards (SK, Q)
3. Driving license and access to a car for the purpose of home visits



Summary of Main Conditions of Service Benefits Advisor

Salary:	£24,915.80 per annum, AUNN Band E
Start Date:	As soon as possible
Hours of Work:	37 hours per week Age UK Notts consider a full-time working week to be 37 hours, Monday to Thursday 9.00 a.m. to 5.00 p.m. and 9.00 a.m. to 4.30 p.m. Friday with 30 minutes for lunch (which is unpaid). Age UK Notts operates a scheme of flexible working hours.
Holidays:	24 working days (pro rated for part time hours). Employees are granted 8 Public Holidays. One additional days leave is added to the annual leave entitlement for each year of service up to a maximum of 8 additional days.
Mileage Allowance:	Currently 45p per mile.
Pension:	The Charity will contribute 4% of basic salary into our NEST pension scheme after 3 months service, with an employee minimum contribution of 4% (in line with auto-enrolment rules). However, employees may contribute more than the minimum required employee contribution.
Place of Work:	This is a hybrid role combining working from home with attending home visits and community bases in the Mansfield and Ashfield area.

** As this role is home based you would need to ensure that you have adequate equipment and are setup for homeworking. IT equipment will be provided by the Charity.

N.B. Due to financial constraints, applicants who are not short-listed will not be notified. If you have not received an invitation to attend an interview within three weeks of the closing date you may assume that your application has not been successful.