

Job Description

Job title	Scams Prevention Advisor
Hours	15
Salary	£10,514.64 per annum (Band E)
Team/department	Charitable Services/Financial Wellbeing
Base	Home/Field based
Reporting to	Financial Wellbeing Service Manager

Working for Age UK Notts

At Age UK Nottingham & Nottinghamshire everything we do contributes to a better future for older and/or vulnerable people.

We raise millions of pounds worth of benefits each year, provide information and advice to help people make informed decisions, we keep people safe, warm and well at home, and help them to address loneliness and social isolation. Our front line services are backed up by first-rate infrastructure functions and excellent governance to deliver a quality experience that really makes a difference to the 20,000+ people who use our services each year.

With a powerful commitment to high standards, effective delivery, and hard work, our staff and volunteers change lives.

We look for skilled, talented, and dedicated people to be part of our teams and this Job Description outlines what you can do to contribute to our achievements.

The job, in a nutshell

Our Scams Prevention Advisor delivers the Age UK Scams Awareness project, providing information and advice on the various types of scams and methods, as well as tips on how to avoid being a victim of a scam and how to report scams.

The project supports those 50+ to have greater awareness and be safer, whilst sharing current trends and awareness through promotion.

This is delivered through phone, home visits and community outreach, such as presentations and attendance at events.

Our Scams advisor will work with external organisations such as Nottinghamshire Police, Trading Standards, and local community groups to share trends, awareness, promotional materials and be an active advocate for scams awareness.

Key responsibilities and tasks

Scams advice

- Provide accurate information and advice on all aspects of Scams Awareness through verbal, digital and written resources.
- Service promotion through networking, events, outreach work and working in collaboration with other agencies.
- Keep knowledge updated with trends of new and upcoming scams.
- Be proactive in identifying areas of development or training to keep knowledge up to date and accurate.
- Remain within the boundaries of the service and assist or provide information and signposting to other onward services, where appropriate.

Event management

- Be responsible for planning and undertaking events, presentations and 1-1's and any associated follow-up required.
- Be proactive with time management and charity resources to ensure all project targets are fully met with efficiency.
- Coordinate volunteer support.

Compliance

- All documentation is accurately and securely recorded and disposed of once uploaded onto CharityLog in line with data protection and confidentiality.
- Continuous professional development and implementation of practice to ensure adherence with Charity procedures and processes.
- All correspondence and case contact is clear and accurately recorded.

Standard responsibilities applicable to all staff

- **Safeguarding** – keeping older and/or vulnerable people safe is of the utmost importance and there are specific policies and procedures you will be expected to know and follow.
- **Health and safety** – you should be responsible for your own health and safety and mindful of that of others. All policies and procedures should be followed at all times.
- **Equality, diversity, and inclusion** – we recognise and celebrate the diversity of our staff, volunteers, and the wider communities. All policies and procedures should be followed at all times.
- **Quality assurance** – achieving and maintaining recognised and quality standards is an integral part of our offer to the wider community.

- **Upholding our values** – our values are Respect, Integrity, Kindness and Compassion, and Inclusion (known as ‘RIKI’). All staff are expected to display these values with each other, and with the people we support at all times.
- **Providing wider support for the Charity** – all staff are expected to support our efforts to fundraise through raising awareness of opportunities and sharing information. Staff and volunteers are welcome to participate in events.
- **Other reasonable duties** – other duties and tasks commensurate with the role may be required of the postholder.

Performance measures

The following measures will be used to assess performance in this role:

- Giving relevant, accurate and current scams advice which is personalised to the individual. Compliance of this will be assessed on the quality of casework including monitoring and supervision.
- Performance against service targets for 1-1’s, awareness talks and presentations.
- Client feedback and satisfaction
- Group/Delivery feedback and satisfaction

How the role is delivered

At Age UK Nottingham & Nottinghamshire, we have a Competency Framework which underpins our approach to staff and volunteers.

Core competencies (these apply to all staff at Age UK Nottingham & Nottinghamshire):

- Teamwork
- Customer focus
- Values based practice
- Quality and Compliance
- Record keeping
- Planning and organisation

Role specific competencies applicable to this role:

- Scams advice
- Event management
- Compliance

These competencies are embedded in the Job Description and Person Specification. To perform well in this role, these are the competencies we expect you to possess.

Working requirements and conditions

- This is a home/field based role.
- There is an expectation that the postholder will attend and work from our office locations, and other community locations on an agreed basis.
- Equipment and support will be provided to enable effective remote working.
- Attendance at team meetings, training sessions, or events will be required.
- This role requires you to have an enhanced DBS check, and associated costs will be met by the employer.

Person Specification

Job title	Scams Prevention Advisor
Band	Band E
Team/department	Charitable Services/Financial Wellbeing

Requirement	Essential / Desirable
Ability to deal empathetically and sensitively with people from a wide variety of backgrounds and evidence and demonstrate excellent communication and interpersonal skills.	Essential
Have an understanding of the needs and concerns of those 50+ in relation to scams and be able to give relevant, accurate, and current scams advice, personalised to the individual	Essential
Be able to work independently with minimal supervision and using own organisational skills, whilst working as part of the wider Financial Wellbeing Team and charity, liaising with external agencies	Essential
Be able to maintain accurate records, statistics and monitoring information to support internal and external management reporting, in line with strict service deadlines, involving the use of proven ICT skills (to include Microsoft Word, Excel, CRM database applications, Outlook, Teams)	Essential
Ability to present to large groups of individuals from various backgrounds with confidence and in an engaging, tailored and supportive manner.	Essential
Have a proactive nature to keep knowledge and awareness of emerging scams and trends up to date.	Essential
Knowledge and understanding of Equality and Diversity issues and a commitment to implement the Age UK Notts Equality and Diversity policy.	Essential
Hold a valid driving licence and have access to a car*	Essential

** Age UK Notts is committed to making reasonable adjustments, so whilst this job requires the post holder to drive, your application will still be considered if you are unable to drive due to a disability.*