

## INFORMATION & ADVICE MANAGER

Job Description

**Hours:** 35 Hours Full Time. (28 Hours Part Time will also be considered)

**Responsible to:** Deputy Chief Executive

**Location:** White House Community Centre, Hampton. Some home working also possible.

**Responsible for:** Information & Advice Advisors, Volunteers

**Salary:** £31 – 33k FTE plus 5% pension contribution

Age UK Richmond are a local independent charity providing support for older people throughout the London Borough of Richmond upon Thames. We are currently looking for an experienced and proactive individual to take on the role of Information & Advice Manager.

Age UK Richmond provide Information & Advice to older people throughout the London Borough of Richmond upon Thames. Our Information & Advice service is part of a suite of services that helps older people live healthy independent and happy lives.

The Information & Advice Service currently has three delivery areas: a 'First Contact' helpline that also acts as a gateway into Age UK Richmond; specialist Welfare Benefits support and Advice Extra. Advice Extra provides in depth case work support on a range of topics.

This role would involve:

- Managing and supporting a small Information & Advice team, including advisors and volunteers.
- Directly providing advice, with responsibility for the directly delivering the Advice Extra project in particular.
- Ensuring the Information & Advice team meet KPI's set by funders and look to improve the outcome and feedback monitoring where possible.
- Working in partnership with other local services and looking for development opportunities.
- Ensuring the provision of consistent quality advice in accordance with our quality standards.

The role will require visits to the houses of older people, with Covid-19 social distancing and hygiene measures in place.

The full job specification, person specification and application form are attached separately. The closing dates for applications is 24<sup>th</sup> June 2021. Please send your completed application form to [info@ageukrichmond.org.uk](mailto:info@ageukrichmond.org.uk).