Age UK Sheffield

Information and Advice Service Officer

Person specification

Category	Essential	Desirable
Commitment and values	• to deliver high quality, innovative services for older people in Sheffield [AF, I] • to relate positively to people from different cultures, backgrounds and experiences and believe in the equal value of people regardless of race, religion, culture, gender, age, disability or sexuality [AF,I, CE • to a flexible person centred approach [AF, I, CE]	
Knowledge	• understanding of the information and advice needs of older people [AF, CE] • knowledge of welfare benefit entitlements for older people [AF, I] • knowledge of the social care, health and housing system [AF, I] • knowledge of support, services and resources available for older people [AF, I]	
Previous experience	• experience of providing information and advice (either paid or in a voluntary capacity) [AF, I]	• experience of working with and for older people [AF] • experience of working with health and social care professionals [AF]
Communication skills and personal aptitude	• ability to prioritise competing demands and to work under pressure to tight deadlines when required [AF, I] • excellent listening skills, ability to overcome barriers and communicate with individual's experiencing memory loss, communication difficulties, mental health problems etc. [AF,I, CE] • ability to communicate complex information simply and understandably – orally and in in writing [AF, I] • highly developed telephone and face to face skills [AF, I, CE] • ability to empathise with older people and deal sensitivity with vulnerable customers [AF, I, CE] • a "can do" approach, with the ability to find innovative and creative solutions [AF,I] • a strong team player, able to work collaboratively with colleagues [AF,I]	• updating websites

	• good computer literacy including use of data bases and information management systems, Microsoft Office programmes and the internet [AF, I] • ability to undertake research on behalf of customers [AF, I] • ability to maintain accurate records and work with attention to detail [AF, I] • ability to work independently and on own initiative, but to recognize when support from colleagues or line manager is necessary [AF, I] • ability to travel throughout Sheffield [AF]	

When you are filling in your application form please show clearly how your skills, knowledge and experience match with the list above. These skills, knowledge and experience can have been gained in either a paid or unpaid capacity.

AF = Application Form; CE = Customer Exercise; I = Interview

Recruitment process

1. Assessment of application form.
2. Customer Exercise
3. Interview

September 2018