



Job Description

Job Title	Information & Advice Manager
Salary	£28,959.84 per annum, pro rata. Actual annual salary £17,375.90
Hours of work	Part-time, 22.5 hours per week
Working pattern	Core hours are Monday to Thursday, 9am until 2pm, the remaining hours are flexible to meet the needs of the service.
Place of work	67 High Street, Thornbury, BS35 2AW
Annual leave	25 days annual leave (increasing to 28 after 3 years' service), plus public holidays, all pro rata
Status	Permanent

Job Purpose
To provide management and delivery of the Information & Advice (I&A) service, and work alongside the Benefits Lead .. Provision of information and advice to older people throughout South Gloucestershire.
Responsible to
Head of Services
Contacts
The post holder will lead the Information & Advice team and build positive relationships with funders, partner agencies, Age UK National, service users, and the wider staff team within the organisation.

Key Responsibilities

Responsible for the management and development of the organisation's Information & Advice service.

- Liaise with relevant colleagues to prepare, implement, monitor and review an annual I&A development plan that is in line with the charity's strategy and objectives and the requirements of the Age UK Charity Quality Standards (Age UK CQS) and Advice Quality Standard (AQS).
- Service delivery and development:
 - Ensure that I&A services are available, adequately staffed, and effectively functioning at specified times and locations within South Gloucestershire.
 - Ensure existing services are delivered in line with the requirements of the organisation, Age UK CQS and funding bodies.
 - Ensure incoming I&A enquiries are dealt with and passed on to the relevant staff in a timely manner as appropriate.
 - Regularly case check the work of I&A Advisors in line with Age UK CQS requirements.
 - Provide a source of advice to the internal team on relevant areas, including Benefit entitlement, Housing, Social care, Legal matters (not regulated).
 - Produce reports, statistical information, and performance management information as required for internal and external use.
 - Oversee and support the day-to-day running and administration of the I&A services as necessary.
 - Ensure feedback and case studies from clients and service users are collected in accordance with approved systems operated by the organisation. Coordinate the results and pass them to relevant colleagues for use in influencing the future development of the services.
 - Identify new opportunities for additional service delivery, and work with colleagues to develop these services where relevant.
- Provide line management for the I&A team.
- Oversee the induction, training, work and provide supervision of I&A Volunteers.

Key Responsibilities cont.

- Cascade higher-level goals, objectives, and updates from the management team to staff and volunteers, ensuring that all staff and volunteers are provided with up-to-date information resources relevant to their role, including any national and local policy changes.
- Develop and maintain policies and procedures that are compliant with legislation and achieve and maintain compliance with the Age UK AQS and CQS standards.
- Share responsibility for external representation & marketing/publicity
 - Represent AUKSG externally through presentations to groups and attendance at meetings and events as required.
 - Make presentations to relevant organisations, NHS and community groups and attend events and exhibitions as required.
- Undertake follow-up work arising from advice sessions and presentations, maintaining accurate client case records.
- Record and maintain full and accurate records of all activities undertaken.
- Maintain a thorough knowledge of welfare benefits legislation, read relevant briefings/newsletters, access training and attend seminars/conferences as necessary.
- Ensure information leaflets and booklets are kept up-to-date and well-stocked.
- Coordinate I&A signposting procedures and ensure that external organisation information is kept up to date.
- Responsible for day-to-day oversight of I&A budgeted expenditures.

General Responsibilities of all staff members

- To ensure that all administration protocols and procedures are efficiently undertaken.
- To attend supervision sessions & other meetings as required by the CEO.
- Maintain a commitment to professional development through a combination of both formal and informal methods, including attendance at mandatory training and meetings as directed.
- Uphold the highest standards of personal conduct in all matters relating to the role, working within all policies and procedures of AUKSG.

Other Duties

This job description is intended as a guide to the general duties required of the post. The post holder may be required to undertake training and perform duties other than those given in the job description. The duties and responsibilities attached to posts may vary from time to time. Such variations are a common occurrence and would not justify the re-evaluation of a post. Where a permanent and substantial change in the duties and responsibilities occurs, then the post would be eligible for re-evaluation.

Disclosure and Barring Service (DBS)

This post is subject to a satisfactory Enhanced Disclosure and Barring Service check, which will disclose all relevant cautions, reprimands and warnings as well as convictions. In addition to completing this application form, you are required to provide us with details of all spent and unspent convictions. Please send this information to us under separate, confidential cover to the Chief Executive Officer. Remember to include your name, address and the position for which you are applying. We guarantee that the information you provide will be used fairly and will only be seen by those who need to see it as part of the recruitment process.

A criminal record will not necessarily bar you from the advertised position. This will depend on the nature of the position and the circumstances and background of your offences. However, failure to reveal this information could lead to the withdrawal of an offer of employment or disciplinary action.

Equal Opportunities

All employees have a responsibility to understand and abide by the obligations laid down in the organisation's equal opportunities policies.

Health and Safety

All employees have responsibility for their own health and safety and for that of others who may be affected by their acts or omissions. Staff members are required to adhere to all health and safety regulations, guidance and procedures at all times.

Confidentiality

All employees are expected to respect confidentiality in relation to Age UK South Gloucestershire business, client and service user data.

Essential Criteria

- Knowledge and understanding of current welfare benefits and pensions relevant to older people.
- Experience of managing paid or voluntary staff.
- Experience of working in an advice-giving capacity and the ability to assist clients with the explanation and completion of complex application forms.
- Ability and commitment to increasing knowledge and skills relevant to the provision of support to older people.
- Excellent interpersonal communication skills and a range of written communication skills for a variety of audiences and purposes.
- A good level of resilience and composure when managing enquiries that may occasionally be distressing or emotive in nature.
- A good level of numeracy skills.
- A good level of skill in using Microsoft Office packages such as Excel, Word and Outlook, Web-based applications, and databases.
- Strong administration and personal organisational skills.
- Understanding of confidentiality and the ability to handle sensitive information.
- A positive and constructive approach to problem-solving.
- Ability to work effectively as part of a team and use initiative and work independently.
- Commitment to the aims, objectives and policies of AUKSG.
- Commitment to promoting and supporting equal opportunities & diversity.
- Willingness and ability to travel as required.
- Willingness to work occasional evenings and weekends.

Desirable Criteria

- Experience of working with older people, especially those with dementia
- Knowledge and understanding of the social security benefits and financial support available from Social Services and the NHS for those living in residential or nursing home accommodation or who have particular healthcare needs.
- Knowledge of more advanced legal information and experience in completing forms, such as Power of Attorney.