

# Candidate Information



## Information & Advice Manager

Part-time & Permanent

Closing Date: 8am on Thursday 26<sup>th</sup> March 2026

# Pack Overview

Thank you for your interest in our vacancy for an Information & Advice Manager. We're so pleased that you're considering working for Age UK South Gloucestershire.

In this Candidate Information Pack, you'll find the following information:

- About us, our history and our links with Age UK
- The benefits of working at Age UK South Gloucestershire
- Job Description and Person Specification
- How to apply

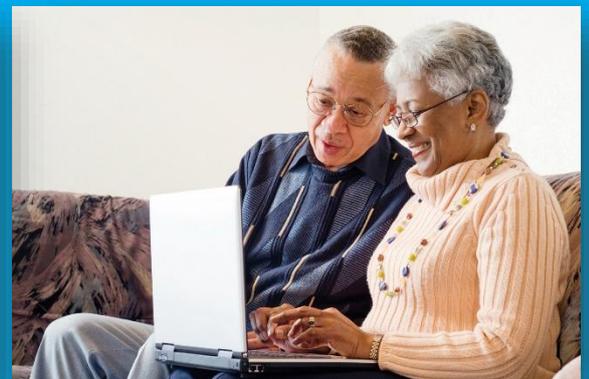
If you have any questions about any aspect of the organisation or the role, please don't hesitate to get in touch.

## About Age UK South Gloucestershire

Age UK South Gloucestershire is an independent local charity with its own locally elected board of trustees and is part of the Age UK network. We've been working in the local community to help older people for 25 years. The charity makes a positive contribution to the lives of hundreds of older people in South Gloucestershire every week. Based from our main office in Thornbury High Street, Age UK South Gloucestershire actively designs services that meet the wants and needs of local older people and their families by:

- tackling loneliness and isolation
- promoting health, wellbeing and independence
- supporting families and carers
- helping people access services and financial benefit entitlements
- enabling people to get the most out of life

We respond to thousands of enquiries each year with our range of services, which include Activity Day Centres, Befriending, Digital Inclusion, Improving Homes and Wellbeing, Information & Advice provision, specialist Benefits Advice, Reconnect, Walking Groups and Volunteering opportunities.



# Our history

**1997** Age Concern South Gloucestershire was formed.

**2005** Age Concern South Gloucestershire changes its legal structure to become a charitable company.

**2009** Age Concern and Help the Aged merge to form the national charity, Age UK. Then in...

**2010** ...we become an Age UK Brand Partner and trade as 'Age UK South Gloucestershire'.

**2022** Age UK South Gloucestershire celebrated our 25th Birthday.

**2023** We continue to look to the future!

## Our Partnership with Age UK

Age UK South Gloucestershire is an independent local charity, but we share a brand with Age UK. This trusted and well-known brand helps to open doors for us locally. Of course, we always have to deliver, but it helps to have the strength of the Age UK brand behind us.

Nationally, there are around 130 regional Age UKs, each with a defined geographical area and separate charity number.

We align ourselves with the work Age UK does nationally by supporting their campaigns, sharing reports and news stories, and using their research to underpin grant and tender applications.

Age UK also provides our local MPs with information about older people that can help drive forward local policies and influence at a national level.

Being an Age UK Brand Partner brings certain responsibilities – namely to deliver services to agreed quality standards and to subscribe to shared values of being:

- Caring
- Effective
- Enabling
- Influencing
- Innovative
- Inclusive

We are aligned with Age UK but we are still a local and independent charity. The services we deliver, the money we raise, the people we support are all in South Gloucestershire. Our Trustees are responsible for strategy, polices and legal compliance.

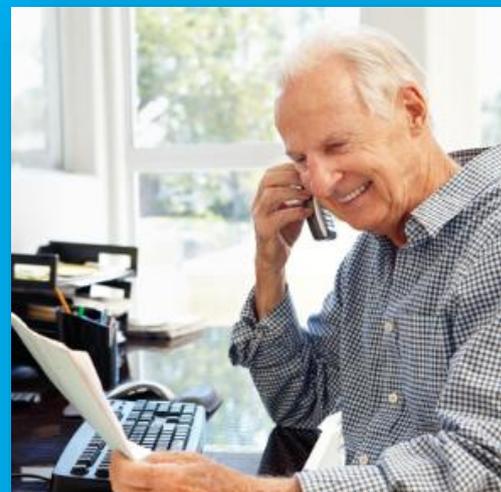


## Working for Us

Age UK South Gloucestershire employs a team of over 30 paid staff, and over 160 wonderful volunteers support its work. The organisation's culture is one that puts people first, and the charity enjoys high staff morale. Age UK South Gloucestershire has an active board of trustees who, as well as providing good governance, work closely with the management team on matters of strategy and direction.

What we offer our staff:

- A living wage for employees across the organisation.
- A commitment to a work life balance, with flexible & hybrid working in many roles.
- A healthcare cash back plan allows employees to claim money back towards a variety of health, dental and optical treatments.
- An employee wellbeing scheme, providing free, confidential support, counselling, CBT, financial and legal information or support from a nurse or GP, 24 hours a day, 365 days a year.
- Generous life assurance up to 3 times your annual salary.
- Great discounts and rewards (perfect for pay day!).
- A great working atmosphere.
- 25 days holiday per year, rising to 28 days after 3 years' service, plus bank holidays.
- Regular learning and development opportunities with funding contributions toward career developing qualifications.
- Pension scheme enrolment.



# Vacancy Details

## Information & Advice Manager

22.5 hours per week

£28,959.84 per annum, pro-rata.

Actual annual salary £17,375.90.

Permanent

Age UK South Gloucestershire are a local independent charity providing free, confidential and impartial information and advice on a range of issues relating to older people and those who care for and support them. Our Information & Advice service is part of a range of services we offer as part of our aim to make South Gloucestershire a county where older people feel empowered, respected, connected and enabled to make the very best of later life in communities that truly value, support and welcome them.

We are looking for a passionate person who wishes to make a significant, positive difference to older people's lives by providing strong, collaborative, supportive leadership to a small team. Previous experience in information and advice provision and knowledge of welfare benefits for older people is crucial as the Manager will focus on ensuring consistent quality advice in accordance with our quality standards.

If you have excellent IT skills, are a good communicator, have up-to-date knowledge and understanding of current welfare benefits relevant to older people; we would like to hear from you.

Our Information and Advice service is currently open to the public Monday to Thursday, 9:30 am until 2:00 pm; as such, these will be core hours of the role. Beyond this, hours are flexible and will be negotiated with the appointed candidate.

Age UK South Gloucestershire offers a generous benefits package, and the charity is committed to equalities, diversity and inclusion and therefore encourages applications from all sections of the community.



**Closing date:**

8 am on Thursday 26<sup>th</sup> March 2026

**Interviews:**

Within 2 weeks



## Job Description

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

<b>Job Purpose</b>
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.
<b>Responsible to</b>
Head of Services
<b>Contacts</b>
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.

## Person Specification

### 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.

# How to Apply

If you are interested in becoming our new Information and Advice Manager please download an application form from our website: [www.ageuksouthglos.org.uk](http://www.ageuksouthglos.org.uk)

Completed application forms should be submitted via email or post FAO Tracy Marshall, Office Supervisor:

[hr@ageuksouthglos.org.uk](mailto:hr@ageuksouthglos.org.uk)

or

Age UK South Gloucestershire,  
67 High Street, Thornbury, Bristol, BS35 2AW

Please ensure you have also completed the Equality and Diversity Monitoring section of the application form. The information on the form will be treated as confidential, and used for reporting purposes only. The form will be kept separate and will not form part of the application process.

## Closing date:

8am on Thursday 26<sup>th</sup> March

## Interviews:

Within two weeks of the closing date

