



Job Description

Job Title	Mid Retirement Support Navigator
Salary	£26,227.50 per annum, pro rata. Actual annual salary £20,982.00
Hours of work	Part-time, 30 hours per week
Working pattern	To be discussed at interview
Place of work	67 High Street, Thornbury, South Gloucestershire BS35 2AW
Annual leave	25 days annual leave (increasing to 28 after 3 years' service), plus public holidays, all pro rata
Status	Fixed Term Contract for 1 year

Job Purpose
Age UK South Gloucestershire is looking for a motivated Mid-Retirement Support Navigator to join our team and help establish an exciting new service supporting people as they approach mid stage retirement and navigate to make informed decisions by confidence building conversations.
Responsible to
Information and Advice Manager
Contacts
The post holder will build positive relationships with funders, partner agencies, Age UK National, service users, and the wider staff team within the organisation.

Key Responsibilities

This is an opportunity to shape a new project from the outset. Alongside providing one-to-one tailored support, you will develop referral pathways, build relationships with partner organisations, support promotion of the service across South Gloucestershire, and play a key role in monitoring outcomes and reporting on the project's impact. This is not an advice role. Through supportive conversations, you will help people understand their options and plan for the future, exploring topics such as further retirement planning, budgeting, housing, wellbeing, work, volunteering and future care needs. We're looking for someone with excellent people skills, experience of supporting individuals to make informed decisions, and the ability to communicate complex information clearly. You may have a background in information and advice, pensions, financial services, adult social care, housing, community support or a related field.

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
• Experience of using a person-centred or guided conversation approach to identify needs, goals and outcomes • Ability to interpret and explain complex information clearly and accurately to a range of audiences • Excellent listening skills and the ability to demonstrate empathy, tact and sensitivity • Confidence supporting people face-to-face, by telephone, online and by email • Strong organisational, planning and time management skills • Experience of maintaining accurate records and client management systems • Experience of collecting, monitoring and reporting performance or outcome data • Ability to analyse information and produce clear written reports • Ability to build effective relationships with external organisations and referral partners • Experience of supporting the development or delivery of projects, services or new initiatives • Ability to work independently, use initiative and manage competing priorities • Understanding of confidentiality, data protection and information governance requirements • Understanding of safeguarding responsibilities and recognising safeguarding concerns • Understanding of the Mental Capacity Act and person-centred practice
Desirable Criteria
• Knowledge of at least two of the following: pension products and retirement planning, budgeting and personal financial planning, adult social care and care planning, housing options and support services for older people • Experience of providing information, guidance, advice or signposting services • Experience of promoting services through networking, events, presentations or community engagement activities • Experience of working with older people • Awareness of statutory, voluntary and community services available to older people in South Gloucestershire • Experience of working within information and advice, financial services, pensions, housing, adult social care or community services • Knowledge of Age UK Information and Advice resources
Essential Personal Qualities
• Passionate about supporting people to make informed decisions and plan positively for the future. • Able to work collaboratively whilst taking ownership of a new area of work. Proactive and motivated, with a willingness to help develop and improve services. • Professional, approachable and able to build trust with a wide range of people. • Committed to equality, diversity and inclusion.

