

Candidate Briefing Pack



**Age Cymru West Glamorgan
Client Support Assistant**

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Letter from our Chief Officer



Dear Applicant,

Thank you for your interest in joining Age Cymru West Glamorgan.

For many older people, carers and families, the Client Support Assistant is the first person they speak to when they contact our charity. That first conversation matters. It can be the moment someone feels listened to, reassured and connected to the support they need.

This is a busy and varied role, with a high volume of calls, enquiries and administrative tasks. It is also a deeply rewarding one. Every day, you will have the opportunity to make a real difference through kindness, patience, good communication and careful attention to detail.

Our vision is that everyone in Swansea, Neath Port Talbot and Bridgend is able to age well and enjoy life. We are looking for someone who shares that ambition, enjoys working with people, and is motivated by helping older people, carers and families feel supported.

You would be joining a warm, close-knit team of staff and volunteers who care deeply about our work and will be ready to welcome and support you.

If you are organised, compassionate, resilient, and confident speaking with people over the phone, we would be delighted to receive your application.

Best wishes,

Connor James
Chief Officer

Vision, Mission, Values



Our Vision

Our vision is that everyone in Swansea, Neath Port Talbot, and Bridgend is able to age well and enjoy life.

Our Mission Statement

Age Cymru West Glamorgan is a local charity that delivers trusted, quality assured and person-centred support that promotes well-being and empowers people to age well.

Values

Age Cymru West Glamorgan's values are to ensure that we **C.A.R.E**

Centred - We put our clients at the heart of everything we do, ensuring our services are relevant and appropriate.

Adaptive - We see the individual, delivering person centred, quality assured and outcome focused services.

Responsive - We listen, learn and take action based on feedback.

Efficient - Donations are a gift; we constantly strive for efficiency and effectiveness to make sure nothing is wasted

Our Culture

Age Cymru West Glamorgan is building a culture of freedom and responsibility that allows staff and volunteers to maximise their individual strengths in a collective effort to achieve our vision. We work together to deliver the highest quality services, tailored to the individual needs of our clients. Staff and volunteers feel empowered to make decisions based on a clear understanding of their boundaries and with our values at their core.

Freedom means:

- Being empowered to innovate, problem solve and make decisions.
- Confidently but respectfully challenge, question, and give feedback on decisions/actions, particularly those you feel may not fit with our values.
- Continually evolving services to meet the needs of our clients and the challenges of the organisation.
- Communicating in an open and honest way.

Responsibility means:

- Keeping our values at the core of everything you do.
- Taking ownership of your decisions and being comfortable in receiving open and honest feedback with a view to continually improve.
- Knowing and remaining within the boundaries of your role.
- Understanding how you and your work are contributing to operational, annual and 3-year plans.

Role Brief



Title: Client Support Assistant

Location: 250 Carmarthen Road, Swansea, SA1 1HG

Working Pattern: This is a fully office-based role, with no hybrid or home-working arrangement.

Hours: 35 Hours a week

Salary: £24,479 per annum- Equivalent to £13.45 per hour (Real Living Wage)


Contract: Permanent

Start date: August 2026

DBS: This role is subject to an Enhanced DBS check with Adult Barring.

Line Manager: Information and Advice Team Leader

Benefits:

- ❖ **Generous annual leave package** - of up to 31 days plus bank holidays, starting at 26 days and increasing with each year of service, up to five years.
 - ❖ **Enhanced pension scheme** - minimum 5% employer contribution, with matched contributions up to 8%.
 - ❖ **Paid carers' leave** - up to 5 days per year to support employees with caring responsibilities.
 - ❖ **24/7 Employee Assistance Programme** - free access to counselling, financial advice, legal advice and wellbeing support.
 - ❖ **Practical flexibility** - including agreed time off in lieu where needed to help balance work and personal commitments.
 - ❖ **Supportive induction and paid training opportunities** - helping you settle into the role, build confidence and continue developing your skills.
 - ❖ **Unlimited tea and coffee** —and usually a biscuit or two if the team has not got there first.
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- A decorative graphic in the bottom right corner consisting of overlapping curved shapes in shades of blue, teal, and pink.

Purpose of the Post

This is a vital role at the heart of Age Cymru West Glamorgan. For many older people, carers and families, you will be the first person they speak to when they contact our charity. That first conversation matters. It can be the moment someone feels listened to, reassured and connected to the support they need.

Demand for our services is high, so this is a busy and varied role. You will handle a high volume of telephone calls and enquiries, listen carefully to understand what people need, gather accurate information, and help ensure clients are connected to the right support as quickly and effectively as possible. You will also provide essential administrative support to the Information and Advice team, helping them deliver trusted, quality-assured services to older people across Swansea, Neath Port Talbot and Bridgend.


We are looking for someone who is compassionate, organised and resilient, with a warm and professional telephone manner. You will need to be comfortable speaking with a wide range of people, including older people, carers, family members, professionals and volunteers. Just as importantly, you will need to be motivated by making a difference and able to bring patience, kindness and attention to detail to every interaction.

You will be joining a friendly, close-knit team of staff and volunteers who care deeply about our work and will be ready to welcome and support you. If you are looking for a rewarding role where your work really matters, and you want to help older people feel heard, valued and supported, we would love to hear from you.


Do you have any questions?

If you have any questions about the role, want to talk to someone who actually works here or need any further information we would be pleased to have an informal chat to help you apply.

Drop us an email via enquiries@agecymruwestglamorgan.org.uk and one of the team will be in touch.




Key Responsibilities

- 1) To manage client communications via external telephone enquiries, emails, and mail, signposting clients to the most appropriate services.
 - 2) To provide general office administrative duties when required and directed, including setting up appointments for staff and volunteers.
 - 3) Providing a warm and supportive environment for our essential office-based volunteers who play a crucial role in our organisation.
 - 4) Ensure detailed and accurate records are kept in line with our Advice Quality Standard compliant procedures.
 - 5) Actively listening to clients, gathering accurate information in order to pass a complete and concise overview to our Information and Advice Team.
 - 6) To be able to identify any potential safeguarding cases and ensure all information is accurately recorded and passed on to leadership.
 - 7) To action follow up on cases, contacting clients to check on benefits awarded and/or check satisfaction levels about services received.
 - 8) Attend outreach events as needed out in the community.
 - 9) Assist with the scanning, photocopying and letter sending needs of the services.
 - 10) To manage mail in and out in accordance with the mail procedure.
 - 11) Ability to work flexibly, recognising the pivotal part this front-line role plays in the smooth running of the charity.
 - 12) To undertake any other duties as may be requested from time to time by the leadership team.
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Personal Specification

For this role, your values and willingness to learn are the most important factors. This role is open to anyone, with any background providing you have the core skills we need and a drive to develop. If you don't match the Person Specification completely, but you think you would be a great fit for this role, we would be happy to have an informal chat to help you decide if this is the right role for you.

Technical Competence	<ul style="list-style-type: none">• IT literate and confident working with Microsoft 365 essential.• Able and willing to adapt to new and emerging technologies, with support.
Essential Knowledge and Experience	<ul style="list-style-type: none">• Good listening skills, with a clear, warm and professional telephone manner.• Able to listen sensitively to callers and communicate effectively, particularly with older people, carers and families.• Able to work on your own initiative while respecting confidentiality at all times.• Good knowledge of general office administration, with the ability to work in an organised way and maintain attention to detail.• Strong organisational skills, including planning, prioritising and managing your own workload.• Reliable and flexible approach to work, with a commitment to working co-operatively as part of a team.• Experience of, or willingness to manage, a dynamic and ever-changing workload.
Desirable Knowledge and Experience	<ul style="list-style-type: none">• Experience working directly with the public in a customer services role.• Understanding of the changing needs of older people• Understanding of the needs of clients with disabilities• Experience of working within the Voluntary Sector.• Understanding of the needs and pressures of unpaid carers.• Experience of or knowledge of working with volunteers.



Skills and Abilities	<ul style="list-style-type: none"> • A clear drive to make a difference to the lives of older people and their carers. • Energetic, motivated and positive in approach. • Highly organised, with the ability to manage competing priorities. • Excellent interpersonal skills. • Able to work effectively both as part of a team and on your own initiative. • Self-reliant, professional and able to represent the charity positively. • Able to respond positively to change in a busy working environment. • The ability to speak Welsh is highly desirable.
Commitment to Equal Opportunities	<ul style="list-style-type: none"> • A commitment to an effective understanding of and compliance with the organisations Equal Opportunities Policies and Practices.
Welsh Language	<ul style="list-style-type: none"> • The ability to speak Welsh is highly desirable.
Commitment to Continuous Professional Development	<ul style="list-style-type: none"> • Willingness to undertake further training and development as deemed necessary.
Driving Licence	<ul style="list-style-type: none"> • Although the role is office based, there will be occasions where you will be required to attend community-based outreach events as a representative of Age Cymru West Glamorgan. • Full UK Driving Licence and access to a vehicle with the ability to travel throughout the area is essential

Equality & Diversity

At Age Cymru West Glamorgan, we believe that equality and diversity are key to building a successful and innovative team. We value and celebrate our differences, recognising that a wide range of experiences, perspectives, and backgrounds can lead to unique and creative solutions. We see each individual, whether staff, volunteer, or client, for who they are and the wealth of experiences they bring.



‘Equality and Diversity are key to building a successful and innovative team.’

As a values-based charity, we understand that education isn't for everyone and that lived experiences are just as valuable as formal qualifications. We encourage and welcome applications from candidates of all backgrounds and experiences. Our focus is on the skills, passion, and commitment that each candidate brings to the table, as we work towards creating positive change and making a difference in people's lives.

We are committed to being an equal opportunity employer and do not discriminate based on race, ethnicity, ancestry, national origin, religion, sex, sexual orientation, gender identity, age, disability, veteran status, genetic information, marital status, or any other legally protected status.

If you share our vision and are passionate about making a difference in the lives of older people in our communities, we encourage you to apply and join us in our mission. We are looking for candidates who are compassionate, dedicated, and driven, and who share our commitment to improving the lives of older people in West Glamorgan.

How to Apply

We recognise and appreciate the time and care people put into applying for a role with us. We will respond to all applicants with an outcome at each stage of the process.

Stage 1: Apply through Indeed

Please apply through Indeed by submitting your CV and answering the basic screening questions. These questions help us complete an initial sift and understand whether the role may be a good fit.

[Click here to apply on LinkedIn.](#)

Please note that we reserve the right to close applications early if we receive a high number of suitable applications.

Stage 2: Full application

Candidates who appear to meet the requirements of the role will be invited to submit a full application. This will include:


- Your CV
- A cover letter of no more than two A4 pages

Your cover letter does not need to repeat your CV. We would like to understand why you are interested in this role, why you want to work for Age Cymru West Glamorgan, and what you would bring to the post.

We recognise that valuable experience can come from many places, including paid work, volunteering, caring responsibilities, community involvement, customer service, or personal life experience. We are particularly interested in your values, your communication skills, and your motivation to make a difference.

Stage 3: Telephone interview

Shortlisted candidates will be invited to a Stage 1 telephone interview. This will help us understand more about your experience, telephone manner, communication style and interest in the role.



Stage 4: Face-to-face interview

Candidates successful at telephone interview will be invited to a face-to-face interview.

Face-to-face interviews will take place on **8 July 2026**.

Questions

If you would like an informal chat or have any questions about the role, please email:

 enquiries@agecymruwestglamorgan.org.uk

We look forward to hearing from you.

