



Candidate Briefing Pack

**Age Cymru West Glamorgan
I&A Officer**

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Letter from our Chief Officer

Dear Candidate,

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

We're delighted to share that we're currently recruiting for our specialised Information and Advice Officer roles. We understand that this sector is vast and that candidates from a wide range of backgrounds and experiences can bring value to our team. For this reason, we're recruiting using a banding model, and we encourage you to explore the information provided and apply for the band that you believe is the best fit for your skills and experience.

We've included job descriptions for both our **Level 4** and **Trainee** positions in this pack to give you an idea of the differences between the entry level and more senior role. We hope this will help you understand the role requirements and responsibilities better.

We're looking for passionate individuals who share our vision of making a difference in people's lives; whether you're a seasoned professional or just starting your career. We believe that everyone has something unique to offer, and we welcome applications from anyone who is enthusiastic about working with us.

When you apply, please let us know which band you believe is the best fit for you in your cover letter. If you're unsure which band to apply for, we're happy to discuss it with you and help you determine the best fit.

Thank you for considering joining our team. We're excited to hear from you and can't wait to see what you can bring to the table.

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Connor James

Chief Officer



About us

At Age Cymru West Glamorgan, we believe everyone should be able to age well and enjoy life. We provide trusted, person-centred support that empowers older people and carers across Swansea, Neath Port Talbot, and Bridgend.

2025-26 marked our 50th anniversary - a milestone that reflects decades of resilience, compassion, and growth. Today, we deliver a range of life-changing services:

- Information & Advice, accredited with the Advice Quality Standard.
- Dementia Support, including Pathfinder and At Home Respite services.
- Independence & Wellbeing, from foot care to affordable Lasting Power of Attorney support.

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 wellbeing and empowers people to age well.

Our 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 challenging, questioning, and giving 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.



Our Strategy

We are working through our current three-year strategy, which focuses on four key aims: Sustain, Support, Enhance and Empower. These aims guide our work, shape our annual business plan, and help everyone at Age Cymru West Glamorgan understand how their role contributes to our wider vision.

Our four Aims are:

- **Sustain** – Sustain a highly skilled, versatile team and robust infrastructure that empowers the charity to efficiently achieve its vision.
- **Support** – Provide a quality-assured Information and Signposting service that takes time to actively listen to clients' needs, guiding them to relevant support and safeguarding clients from abuse.
- **Enhance** – Cultivate a thriving volunteer community, proudly embracing our charity status, sharing our impactful story, and actively seeking donations which are crucial for achieving our Vision.
- **Empower** – Deliver sustainable services that empower older people to actively embrace, enjoy, and shape their later lives, fostering inclusive spaces, community networking, and celebrating the joys of ageing, while respecting the unique individuality of each person.



Sustain



- Employer of Choice
- Contracts
- Governance
- Infrastructure



Support



- Information
- Signposting
- Safeguarding



Enhance



- Volunteers
- Donations
- Income Generators



Empower



- Advice
- Outreach
- Befriending
- Activities

Banding

Role: Trainee I&A Officer

Salary: £25,170

Experience Indication: 0-6 Months

Expectation:

- Initial Training to an understanding of benefits, housing, advocacy, health and social care.
- Ability to listen and appropriately identify/assess client needs.
- Accurate record keeping to a 'Satisfactory' level under our AQS compliant procedures.
- Ability to complete Attendance Allowance and Pension Credit Application under supervision.
- All cases assigned by Team Leader.
- 100% of files checked by Team Leader.

Role: Level 1 I&A Officer

Salary: £26,426

Experience Indication: 6 Months to 1 Year

Expectation:

- Developed understanding of housing, advocacy, health and social care.
- Knowledge of all disability benefits and means tested benefits.
- Accurate record keeping to a 'Satisfactory' level under our AQS compliant procedures.
- Ability to complete Attendance Allowance and Pension Credit Application without supervision.
- Developed ability to research queries and problem solve with assistance.
- All cases assigned by Team Leader.
- Working to address at least 60% of enquiries unaided.
- 90% of files checked by Team Leader.

Role: Level 2 I&A Officer

Salary: £27,664

Experience Indication: 6 Months to 2 Years

Expectation:

- Developed ability to manage more complex cases.
- Good understanding of housing, advocacy, health and social care.
- Good knowledge of all disability benefits and means tested benefits.
- Ability to research queries and make decision on solutions unaided.
- Accurate record keeping to a consistently 'Satisfactory' level under our AQS compliant procedures.
- Ability to take responsibility for own caseload.
- Complete any benefit application without supervision.
- Less support needed from Team Leader.
- Working to address at least 70% of enquiries unaided.
- 70% of files checked by Team Leader.

Role: Level 3 I&A Officer

Salary: £28,483

Experience Indication: 2 Years to 3 Years

Expectation:

- Significant understanding of housing, advocacy, health and social care.
- Significant knowledge of all disability benefits and means tested benefits.
- Ability to research complex queries and make decision on solutions unaided.
- Accurate record keeping to a 'Good' level under our AQS compliant procedures.
- Ability to mentor and assist other members of the team.
- Little support needed from Team Leader.
- Working to address at least 80% of enquiries unaided.
- 50% of files checked by Team Leader.

Role: Level 4 I&A Officer

Salary: £29,320

Experience Indication: 3+ Years

Expectation:

- Expert understanding of housing, advocacy, health and social care.
- Expert knowledge of all disability benefits and means tested benefits.
- Accurate record keeping to a consistently 'Good' level under our AQS compliant procedures.
- Ability to mentor and train other members of the team.
- Very little support needed from Team Leader.
- Working to address at least 95% of enquiries unaided.
- To assist with the preparation of outcome/ KPI reports.
- 25% of files checked by Team Leader.

Role Brief

Title: Level 4 - Information & Advice Officer

Reporting to: Information and Advice Team Leader

Hours: 18 - 35 a week (Monday to Friday)

Salary: £29,320 Pro-Rata (Equivalent to £16.11 Per Hour)

Contract Type: 12 Months Fixed Term

Start Date: 5 October 2026

Location: Home working, Community based and Office working

Travel Expenses: 55p per mile

DBS: This role is subject to an Enhanced DBS

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.

Purpose of Post

This is a fantastic opportunity for an experienced professional to join a busy information and advice service during an exciting time of development. Our Advice Quality Standard (AQS) registered service provides older people and their carers with high quality, independent information, and advice on anything related to ageing. Given the broad nature of the enquiries we receive our Level 4 Officers are primarily generalist advisers with a secondary role providing internal expertise in a specific field such as health and social care, dementia, the benefits system or housing, for example.

For our Level 4 role we expect candidates to have a proven ability to manage an advice caseload, be able to deal with the majority of enquires independently and have excellent interpersonal skills. The ability to provide generalist information and advice is the crucial element of this role, we are open to candidates with specialisms in any relevant fields as well as experienced advisors who have yet to develop a specialism.



Key Responsibilities

1. To embrace the organisations values and culture of freedom and responsibility, working together as a team to achieve our vision whilst keeping our clients at the heart of everything we do.
2. To contribute to the provision of a high quality, independent Information and Advice Service throughout Swansea, Neath Port Talbot and Bridgend.
3. To actively listen and accurately identify the needs of clients, ensuring they feel heard and understood.
4. To identify appropriate solutions that will suit the clients' individual needs, through the provision of signposting, information and/or advice.
5. To manage a caseload of client enquiries whilst keeping accurate records in line with charity procedures to ensure compliance with AQS standards.
6. To assist the Team Leader in providing appropriate training, supervision, mentoring and continuous support in regard to the provision of information and advice to other staff and volunteers.
7. To assist staff from other teams with advice on appropriate referral pathways for clients presenting with new needs.
8. To act as an ambassador for Age Cymru West Glamorgan, its work and the Information and Advice Team when needed at external events, networking meetings and similar.
9. To be flexible in your approach to providing information and advice moving from over the phone, online, face to face, home visits and community outreach as needed.
10. To commit to Continuous Professional Development to ensure you maintain your level of knowledge and keep up to date with changing guidance that may impact our clients.
11. To undertake any other duties as may be requested from time to time by the Line Manager/ Team Leader.

Personal Specification

Below we have outlined our personal specifications for this role. Please note, we recognise that the Information and Advice sector is very broad and as such candidates may have experiences or qualifications that do not meet the below exactly. We are keen to hear from such candidates and are happy to answer any queries in advance on an application, just get in touch for an informal discussion.

At Age Cymru West Glamorgan we recognise that formal education is not for everyone, we value work experience in line with our Equality and Diversity statement for this role.

Personal Specification: Level 4 - Information & Advice Officer

The successful candidate will need:

Technical Competence	• Experience providing information and advice in a professional environment. • Confidence using new IT system including cloud-based CRMs. • Fully IT literate with an interest in using new technology to improve efficiency/performance.
Essential Knowledge and Experience	• Ability to research information and/or solutions on more complex enquiries. • Ability to represent the organization at local, regional and national meetings. • Experience effectively managing a demanding and ever-changing caseload. • Understanding and commitment to the principles of safeguarding adults. • Understanding of the needs of clients with disabilities. • Understanding of the changing needs of older people. • Understanding of the needs and pressures of unpaid carers.
Desirable Knowledge and Experience	• Experience working in an Advice Quality Standard registered service. • Experience delivering training. • Experience of working within the Third Sector. • Level 3 NVQ in Advice and Guidance or similar. • Experience acting as a principal safeguarding officer / safeguarding lead. • Experience working with or supervising volunteers. • Specific/expertise in one of the following areas would be advantageous; Housing; Advocacy; Health and Social Care; Welfare Benefits; Consumer Rights; Human Rights.
Skills and Abilities	• Highly driven to meet the needs of our clients. • Very comfortable embracing change. • Highly organised. • Excellent communication skills both verbally and in writing, along with the ability to adapt communication skills to all levels of staff, volunteers, and clients. • Excellent interpersonal skills. • Effective time management skills. • Ability to operate effectively as part of a team and on own initiative. • Ability to be self-reliant and to portray a professional image always. • Ability to be flexible.
Commitment to Equal Opportunities	A commitment to an effective understanding of and compliance with the organisations Equal Opportunities Policies and Practices.
Welsh Language	The ability to speak Welsh is highly desirable.
Commitment to Continuous Professional Development	To undertake further training and development in-line with the needs of the developing role
Method of Travel	A qualified driver with use of a vehicle for work, or the ability to travel within the region within which ACWG operates in an efficient and most cost-effective manner (Essential).
Special Requirements	None

Role Brief

Title: Trainee Information & Advice Officer

Reporting to: Information and Advice Team Leader

Hours: 18 - 35 a week (Monday to Friday)

Salary: £25,170 Pro-Rata (Equivalent to £13.83 Per Hour)

Contract Type: Fixed Term

Start Date: 5th October 2026

Location: Home working, Community based and Office working

Travel Expenses: 55p per mile

DBS: This role is subject to an Enhanced DBS

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.

Purpose of Post

This role is perfect for a driven, enthusiastic person with transferable customer service skills looking to start a career in the information and advice sector. You will make a real difference to the lives of older people and their carers whilst developing specialist skills with a clear path for career progression.

Our Advice Quality Standard (AQS) registered service provides older people and their carers with high quality, independent information and advice on anything related to ageing. Our service is quality focused and as such you will need to be organised, hold fantastic interpersonal skills and enjoy speaking to a diverse range of people.

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.

Key Responsibilities

The successful candidate will need:

Key Responsibilities

- To embrace the organisations values and culture of freedom and responsibility, working together as a team to achieve our vision whilst keeping our clients at the heart of everything we do.
- To embrace a training and development plan designed to build your knowledge of housing, advocacy, benefits and the health and social care system.
- To contribute to the provision of a high quality, independent Information and Advice Service throughout Swansea, Neath Port Talbot and Bridgend.
- Answer incoming calls and accurately identify the needs of clients, ensuring they feel heard and understood.
- To identify appropriate solutions that will suit the clients' individual needs, through the provision of signposting, information and/or advice, under guidance from the Team Leader.
- To maintain accurate records following the charities procedures using our digital CRM system Charitylog.
- To act as an ambassador for Age Cymru West Glamorgan, its work and the Information and Advice Team when needed at external events, networking meetings and similar.
- To be flexible in your approach to providing information and advice moving from over the phone, online, face to face, home visits and community outreach as needed.
- To undertake any other duties as may be requested from time to time by the Line Manager/ Team Leader.

Personal Specification

Although full training will be given for this role, we need candidates with certain skills. If you have any questions about this role, feel free to get in touch for an informal chat. At Age Cymru West Glamorgan we recognise that formal education is not for everyone, we value work/life experience in line with our Equality and Diversity statement for this role.

Personal Specification: Trainee Information & Advice Officer

The successful candidate will need:

Technical Competence	• Confidence using new IT system including cloud-based CRMs. • Fully IT literate with an interested in using new technology to improve efficiency/performance.
Essential Knowledge and Experience	• Ability and commitment to learn. • Ability to read and interpret information. • Basic numeracy skills • Passionate about making a difference. • Comfortable embracing change. • Highly organised. • Excellent telephone manner and ability to take incoming calls. • Excellent communication skills both verbally and in writing, along with the ability to adapt communication skills to all levels of staff, volunteers, and clients. • Excellent interpersonal skills. • Effective time management skills. • Ability to operate effectively as part of a team and on own initiative. • Ability to be self-reliant and to portray a professional image always. • Ability to be flexible.
Desirable Knowledge and Experience	• Experience of working within the Third Sector. • Experience working with or being a volunteer. • Ability to research information on specific topics. • Ability to represent the organization at local, regional and national meetings. • Understanding and commitment to the principles of safeguarding adults. • Understanding of the needs of clients with disabilities. • Understanding of the changing needs of older people. • Understanding of the needs and pressures of unpaid carers.
Commitment to Equal Opportunities	A commitment to an effective understanding of and compliance with the organisations Equal Opportunities Policies and Practices.
Welsh Language	The ability to speak Welsh is highly desirable.
Commitment to Continuous Professional Development	To undertake further training and development in-line with the needs of the developing role
Method of Travel	A qualified driver with use of a vehicle for work, or the ability to travel within the region within which ACWG operates in an efficient and most cost-effective manner (Essential).
Special Requirements	None

Equality and Inclusivity

At Age Cymru West Glamorgan, we believe diversity and inclusivity are key to a successful and innovative team. We value and celebrate difference, recognising that varied experiences, perspectives and backgrounds strengthen our work. We see each individual, whether staff, volunteer or client, for who they are and the experience they bring.

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

Recruitment Stages

We want our recruitment process to be welcoming, straightforward and proportionate.

Stage 1: Apply through Indeed

Please use the Apply now function on Indeed to:

- submit your CV; and
- answer the short screening questions.

Stage 2: Supporting Statement

Applicants selected to progress will be asked to read this Candidate Pack carefully and provide a short supporting statement explaining:

- why you would like to work for Age Cymru West Glamorgan;
- which Information & Advice band you believe best reflects your current experience; and
- how your skills, knowledge and experience meet the expectations of that band.

We recognise that candidates may be unsure which band best reflects their experience. This can be discussed with us during the recruitment process.

Stage 3: Telephone Conversation

Selected applicants will be invited to an initial telephone conversation. This will give us an opportunity to learn more about you, discuss your experience and consider which appointment band may be most appropriate.

Telephone conversations will take place by Friday 21 August 2026.

Stage 4: Final Interview

Candidates progressing beyond the telephone stage will be invited to attend a face-to-face interview at our Swansea office.

Final interviews will take place on Wednesday 2 September 2026.

Recruitment Timetable

Closing date: 9:00am on Monday 17 August 2026

Telephone conversations completed by: Friday 21 August 2026

Final interviews: Wednesday 2 September 2026

Expected start date: Monday 5 October 2026

Fairness and Adjustments

All candidates will be assessed against the same role requirements, using the same core criteria.

We will ask candidates whether they need any reasonable adjustments at each stage of the process. If there is anything that would help you take part fully and comfortably, we would encourage you to let us know.

The final decision will be based on the requirements of the role, including communication, client experience, values, practical potential, service-building mindset, hygiene awareness and motivation to help the service succeed.

Any offer will be subject to satisfactory references, right to work checks and any other checks required for the role, where applicable.



Informal Conversation

We would be very happy to have an informal conversation with anyone who is interested in the role and would like to find out more before applying.

This could be a chance to ask questions about the role, the service, the recruitment process or whether your experience may be a good fit.

Please contact us on 01792 648866 or email enquiries@agecymruwestglamorgan.org.uk .

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