

JOB DESCRIPTION

Title:	Level 1 Information & Advice Officer (Welsh Speaking)
Location:	Swansea
Salary:	£9,720 per annum
Hours:	21 hours per week
Experience:	Full Training provided
Reporting to:	Information and Advice Manager
DBS:	This role is subject to an Enhanced DBS

About Age Cymru West Glamorgan

Age Cymru West Glamorgan is a local Charity promoting wellbeing, helping people to age well and live independently

Age Cymru West Glamorgan Values:

Centred - We put older people 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 client feedback.

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

Purpose of Post

This is a fantastic opportunity for an enthusiastic, energetic and caring fluent welsh speaker to enter the Information and Advice Sector with full training provided. The purpose of this post will be to assist the Information & Advice team by providing administrative support and working towards providing basic information and signposting.

Key Responsibilities

1. To provide administrative support to the Information and Advice Team, i.e answering the telephone, emails and letters.
2. To work towards providing basic information and signposting.
3. To accurately record client details on our Client Management System (CRM)
4. To schedule meetings between clients and the Information and Advice Team.
5. To monitor the Advice Lines Email account and dedicated voicemail.
6. To make every effort in ensuring clients have a seamless and high-quality client journey/experience.
7. Scanning documents, particularly Benefits forms and uploading them onto our database.
8. Manage post in and out when necessary in compliance with the organisation's Mail Procedures.
9. Attend regular team meetings and participate in training as required to keep your skills and knowledge updated.
10. Ensure that all work conforms to Age Cymru West Glamorgan systems and procedures and reaches the required Quality Standard.
11. To undertake any other duties as may be requested from time to time by the line manager including attendance at occasional out-of-hours events.

This job description is subject to amendment at the discretion of the Board of Directors and Chief Officer.

The post is subject to a probationary period of 6 months and the successful applicant will be subject to an enhanced DBS disclosure.

“Committed to Equal Opportunities”

PERSON SPECIFICATION

Level 1 Information & Advice Officer (Welsh Speaking)

The applicant will be expected to have experience or knowledge of the following:

EDUCATION & TRAINING

- Good standard of education
- Commitment to undertake training and continuous development.

KNOWLEDGE & EXPERIENCE

Essential

- Fluent in the medium of Welsh

Desirable

- Experience of working in an advice and guidance environment
- Experience of working in the third sector
- Experience of working with volunteers
- Experience of using new technology to deliver information and advice
- Knowledge of Welfare Benefits
- Understanding of the issues affecting lives of older people and their carers

SKILLS & ABILITIES

Essential

- Excellent communication skills with good listening skills, a clear telephone manner, and an ability to listen sensitively to callers
- Excellent interpersonal skills
- IT literate
- Ability and willingness to work both independently and as part of a team
- Flexible to the needs of the organisation
- Understanding of and commitment to the aims and principles of the service and Age Cymru West Glamorgan's equal opportunities and confidentiality policies and procedures.
- Good time management and organisational skills.