



# Job Pack

**Information and  
Advice advisor**

# This pack contains

- About Age UK Westminster
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- Role description and Person Specification

Age UK Westminster exists to promote the well-being of older people in the City of Westminster and to help make their lives a fulfilling and enjoyable experience. We focus on services that reduce financial hardship, disadvantage and social isolation for older people in our local community.

## **Information & Advice Team**

Age UK Westminster is a delivery partner for the "Westminster Advice Services Partnership", focused on the delivery of I&A services for older people in Westminster. We provide "drop-in surgeries" and appointments at community locations across the borough; outreach into the community, home visits for those who are housebound, and an enquires line for information and signposting.

## **Complex Needs Support Service**

We provide Information, Advice, Advocacy & Support to older people and their carers in Westminster on and around a range of complex issues they are facing in their lives. This includes but is not limited to welfare benefits, housing & social care, health care, bereavement, family life and loneliness.

## **Cost of Living Advice**

This involves supporting clients to maximise their income. The advisor assists clients by carrying out benefit checks and benefit applications. For those on means-tested benefits, low income, referrals are made on their behalf to the Cost-of-living support fund and for charitable grants.

## **Befriending**

This project provides weekly visits by a volunteer to older people to reduce their social isolation, particularly when they are housebound. A telephone call is available for those who don't want a volunteer visit.

## **General & Older Volunteering**

This project provides a wide range of volunteer opportunities suitable for all ages, needs and abilities with no upper age limit to who can apply.

## **Digital Inclusion**

This project helps older local residents make the most of the internet and their electronic devices in later life and help towards preventing loneliness and isolation. Age UK Westminster offers both group sessions and 1:1 support.

## **CNWL Digital Inclusion**

Funded by CNWL NHS Trust, the KCW Social Isolation project is delivered by Age UK Kensington & Chelsea and Age UK Westminster in partnership. The project provides digital inclusion learning and guidance to adults aged 55+ referred by the bi-borough Older Adults Mental Health team.

## **Maintenance Cognitive Stimulation Therapy (MCST)**

Face to face sessions available for people living with dementia in Westminster. Group members take part in meaningful and stimulating activities through our weekly 24-session Maintenance Cognitive Stimulation Therapy (MCST) programme proven to help maintain memory and mental function. The groups provide a fun, supportive environment where people can build new relationships.

## **The Heart of Westminster Memory Cafe**

The Heart of Westminster Café is a Memory Café for Westminster which offers a relaxed, informal setting for people with dementia and their family, friends and carers to get together. The Heart of Westminster Café provides a mixture of talks, information and advice, entertainment and activities.

## **Post Hospital Discharge**

Age UK Westminster's Wellbeing & Connections Service provides vital assistance to older Westminster residents as they return home after a hospital stay or major health event. This free service from our Wellbeing & Connections team supports those aged 60 and over in making the adjustment back to independent living.

## **Exercise at home**

Exercise at Home is a service that offers home-based sessions for individuals who might be housebound, living with chronic conditions, having mobility and balance issues, and find activities of daily living challenging.

## **Fit4Life**

Age UK Westminster's Fit 4 Life project provides a range of activities and fun exercise classes at a range of community venues across the borough, as well as in the comfort of your own home. Classes are suitable for all, from gentle to more vigorous and challenging sessions.

## **Activities**

Offering a diverse array of activities and services to support older people in the local community. Helping older adults live independently, stay active, and remain engaged with their local surroundings.

## **How to apply**

Please send your application to: [\*\*enquiries@ageukwestminster.org.uk\*\*](mailto:enquiries@ageukwestminster.org.uk).

### Your application should include:

- a covering letter that explains how you meet the person specification
- a CV detailing your recent experience, education and training
- names and contact details of two referees including one from your most recent employer/contracting organisation.

## **What we offer**

- Flexible working
- Hybrid working
- Training and development
- 7% pension contribution
- 28 days annual leave (plus bank holidays) rising to 30 days after five years of service (pro-rata for part time staff)
- London Living Wage employer

Closing date for applications: 24<sup>th</sup> February 2026. Interviews will take place 3<sup>rd</sup>/4<sup>th</sup> March.

# The Role: Information and Advice advisor

**Salary:** £12,401 PA includes London Weighting

**Hours:** 15 hours per week

**Responsible to:** Information and Advice Manager

**Based at:** Beethoven Centre, Third Avenue, London W10 4JL

Age UK Westminster aims to promote and enhance the well-being and quality of life of all older people in Westminster to help make later life a more fulfilling and enjoyable experience.

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**A job description is a written statement reflecting the main requirements and essential characteristics of the job. It is not intended to be an exhaustive list of the duties a post holder might be called upon to perform. Age UK Westminster is committed to achieving equality of opportunity in both its service to the community and the employment of people and expects all employees to understand, comply with and promote its policies in their work.**

## Summary

We currently have a vacancy for a trainee advisor within the Information and Advice Team. The successful applicant must be a Westminster resident, they will support our part time Advice Co-ordinator to better support non-English speaking Westminster older residents to access our Information and advice service. The successful applicant must be prepared to undertake the level 3 Advice and Guidance training. The cost of the training will be covered by Age UK Westminster.

Applicants must have one of the following languages, Arabic, Somali and Bengali. We are looking for a resident who wants to gain experience and training to become a Westminster based Advice worker. The Information and Advice team supports Westminster Residents aged 50+ to increase and manage their income, including take up of pension credit, housing benefit and council tax support, Attendance Allowance, grant applications and energy & utilities debt support. We also assist with referrals for food and energy support.

## **Key Responsibilities**

- To provide Welfare Benefits advice and assist in completing benefit claims as required
- Be the key worker for clients from the Arabic, Somali and Bengali
- Explore the nature of the problem raised by the person and, where appropriate, their wider circumstances.
- Identify and research information relevant to the users' situation, drawing on information resources available.
- Present and discuss information with the client in an accessible form, enabling them to identify a suitable solution.
- Where appropriate and at the clients' request, to act on their behalf and represent their interests with third parties by letter, telephone or in person.
- Inform older people about services that may be available to them and how to access them, including Age UK Westminster services.
- Where appropriate refer people to other agencies, and sources of help.
- Give assistance with letter writing and completing forms as required.
- Work with I&A volunteers to assist clients from the global communities.
- Where appropriate to work with other local agencies in developing information and advice services, including talking to groups about the work of Age UK Westminster.
- Keep up-to-date with relevant laws, policies and procedures – locally and nationally.

## **General Responsibilities**

- To work with the Advice Co-ordinator and the rest of the I&A team and to manage own time effectively and make the best possible use of resources available.
- To manage telephone and community appointments including home visits.
- To maintain detailed records and statistical data concerning client needs and actions taken.
- Participate in team meetings and training.
- Participate in personal, team and organisational development.
- Carry out other projects and tasks as needed.
- To work as a member of AUKW's staff team and support / assist colleagues in the achievement of objectives.

- To use initiative and work effectively with others
- To maintain service user confidentiality
- To undertake other duties as may be reasonably required by the Senior Management team or Trustee Board in the pursuit of the aims and objectives of Age UK Westminster
- To work within Age UK Westminster's values, principles, policies, and procedures.
- Support Age UK Westminster's approach to a broad, visible diversity and equality agenda and to ensure that we take account of the needs of the whole community.

## **Person Specification**

### **Qualifications**

#### Essential

- GCSE grade C or above in English and Maths (or equivalent)

#### Skills

- Excellent communication skills
- Fluent in one of these languages, Arabic, Somali and Bengali
- Ability to listen to clients and to explain things clearly without jargon or being patronising
- Ability to maintain records, write letters and fill in forms
- Excellent time management and prioritising skills
- Ability to work both under direction and independently within the requirements of the allocated task
- Good IT skills and knowledge
- Good organisational skills
- Ability to work as part of a team and to work with other Age UK Westminster staff and other agencies.

### **Personal Qualities**

- To show a caring attitude towards older people
- Enthusiastic to keep learning and keep up to date with benefit changes
- Commitment to the core values of the charity.
- Commitment to equal opportunities.
- To be level headed and calm
- To be flexible and reliable