

Customer Information Manager
Salary £32,320 Full Time 35 hours per week
Do you want a job that makes a positive difference people's lives?

Age UK Croydon's is recruiting for a new role of Customer Information Manager.

If you are an enthusiastic, compassionate and person-centred individual, with an advice background, this could be the role for you.

The Helpline and Reception at Age UK Croydon is the "front door" to all of our services and often the first contact an older resident, carer or family member will have in finding information or support for a range of issues including benefits, tradespeople, dementia support, transport, council tax, housing, activities, groups and clubs, help at home and more. We are experiencing increased demand against the background of the Cost-of-Living crisis and reduced advice services in Croydon.

Helpline and Reception work closely with our Advice team, and following restructuring, we are now looking for a Customer Information Manager to grow and lead this team.

If you are passionate about making a difference to the lives of people in the community, and those who care for them and want to contribute to an organisation which is continuously striving to improve, then we would love to hear from you.

We are committed to providing a flexible and productive working environment for all employees. Evolving technology and communication platforms enable employees to work in new and different ways, where we can meet our stakeholder needs and continue to deliver against our charitable objectives. We recognise the importance of supporting employees to have greater personal choice and maintain a healthier work/life balance.

To apply please visit www.ageuk.org.uk/croydon for a application pack. You can also send an email to Executive.Assistant@ageukcroydon.org.uk to receive an application pack.

CV's will not be accepted.

Please ensure that your application demonstrates how your experience, skills and abilities meet the criteria set out in the **Person Specification**. Please also ensure you complete the equal opportunities monitoring form. Completed application forms should be signed and sent to: [**Executive.Assistant@ageukcroydon.org.uk**](mailto:Executive.Assistant@ageukcroydon.org.uk)

Applications sent by post should be marked for the attention of:
Human Resources – Recruitment
Age UK Croydon
81 Brigstock Road
Thornton Heath
CR7 7JH

Due to the high volume of applications received, we regret we shall not be able to contact applicants who are not shortlisted for interviews.

Closing date for applications: 9am, Thursday 10th April 2025
Interview Dates: Wednesday 16th April 2025