

## JOB DESCRIPTION

**Role:** Service Manager – incorporating information and advice and financial resilience.

**Reporting to:** Head of Community Services

**Salary:** £31200

**Terms:** Permanent

**Hours of work:** 35

**Application process:** Please forward your CV and covering letter to [recruitment@ageukbucks.org.uk](mailto:recruitment@ageukbucks.org.uk)

### Background

Buckinghamshire has a growing older population who are the heart and soul of our communities – for example as employers, workers, volunteers, mentors, carers and child minders. They help make our worlds go round. But when the challenges of older age feel overwhelming, and someone's own world shrinks, Age UK Bucks is there to support them.

Based in Aylesbury and working across the county, our services support older residents to maintain their independence and well-being, especially when times are difficult. We do this through a range of services, including:

- An Information and Advice service
- A Welfare Benefits service
- A Befriending service supported by over 190 volunteers
- A BOOST service which focuses on supporting older people to connect with local activities and groups
- A Home Services team managing referrals to a team of self-employed and verified housekeepers, gardeners and handypeople
- A hospital Discharge Support Service which features transport home after a hospital stay and short-term community support
- Supporting Buckinghamshire Council's Healthy Ageing strategy and the Age Friendly Bucks programme

We have grown as an organisation recently, expanding our services and increasing staff numbers as we endeavour to meet the needs of older people in the county, who are struggling to cope with the cost-of-living crisis so soon after the impact of the pandemic. As we grow and adapt to demand, we need to continue to provide services and develop our offering to meet client needs and preferences, demonstrate our impact more effectively, and support and collaborate more with partners, funders and commissioners. We also want to ensure our people have the tools, training and systems with which to deliver great service and self-develop.

Our Information & Advice and Welfare Benefits services are flagship services for Age UK Bucks, offering clients access to a trained advisor for free, confidential and independent information and advice on all matters affecting older people. This includes support to establish awareness of and eligibility to benefits to which they may be entitled. Together they deal with half of all the calls coming in to Age UK Bucks, and act as an important first port of call and gateway into internal and external services. In the cost-of-living crisis, there has never been a more important time to help older residents claim the benefits they deserve and need.

### The role of Service Manager

Working with the Head of Community Services, this role will help us reshape and adapt our I&A and welfare benefits service to meet client needs as effectively and efficiently as possible, maintaining a person centric approach, utilising technology, tools and systems and collaborating

with colleagues and partners. The role will work across service areas at Age UK Bucks and with other partners, to develop our organisation and services to best support older people in Bucks.

You will provide key leadership, management and support of the I&A and welfare benefits teams, overseeing a department that currently includes 7 staff and 30 volunteers. You will be responsible for your team's deliverables and development, ensuring a smooth and efficient service delivery, enhancing our quality and assurance systems and process, and developing new services through adaptation, new service tenders and collaboration with partners. The post holder will lead by example, ensuring our valued staff members and volunteers are well supported and have access to the training and development they need.

## **Job purpose**

Provide timely, accurate and independent advice and guidance to older people in Bucks, including their families and professional partners and advocates. Help older people across a range of topics and issues, to manage challenging circumstances and give them the appropriate support, direction and signposting to progress their query effectively and improve their financial situation. Look to expand the service based on client and commissioner needs.

## **Main tasks and responsibilities**

### **Team management and development**

- Provide regular informal guidance and formal support, supervision and annual appraisals to individual staff members within your area of service delivery
- Develop your team to grow skills and experience
- Develop team culture aligned to our strategy
- Manage volunteers alongside the Volunteer Coordinator

### **Person-centred support, quality and impact reporting**

- Ensure a person-centred approach to service development and delivery, both for our clients and internal teams and external partners
- Deliver quantitative and qualitative data in respect of all the community services and maintain monitoring systems to ensure we capture our full impact on beneficiaries delivered by these services and as required by the service and funders.
- Uphold or obtain quality assurance standards and demonstrate commitment to continuous improvement, including delivery of the QISS and QAS advice and signposting quality accreditation processes.
- Support all staff, volunteers and beneficiaries by upholding and developing our safeguarding focus and culture and carrying out a Safeguarding Deputy role.
- Develop and deliver best practice case studies and stories about our impact on beneficiaries

### **Operational effectiveness and budget delivery**

- Responsibility for the day-to-day operation and delivery of the Information & Advice and Welfare Benefits services and other services we may develop, and associated projects
- Ensure adherence and delivery of service specifications and grant agreements
- Ensure team establishment and service area budgets are adhered to and optimised
- Ensure the development, implementation and maintenance of robust and structured systems for governance, quality and assurance across all these services and support/train relevant staff in their use

## **Service development and new opportunities**

- Develop services to improve beneficiaries lives in accordance with our objects as a charity, including new service innovations
- Work with Age UK colleagues and other partners to seek new ideas and best practice
- Participate in new service and grant tenders and opportunities with the support of the Head of Community Services
- Consider and implement ways in which we can improve and grow our income through services and relationships with staff, volunteers, service users and our community, working with the Community Engagement and Fundraising Manager

### **Community engagement, fundraising and income generation**

- Work with SLT and the Community Engagement and Fundraising Manager to support our income targets and opportunities
- Support events and activities that deliver our engagement and fundraising targets, including outreach and talks to other organisations, fundraising events and training
- Support the Age Friendly Coordinator to deliver the Age Friendly Bucks Programme

### **Influence on our wider culture and strategy**

- Contribute to the senior leadership team and Trustee Board as necessary, looking at wider organisational issues and needs.
- Help build a culture that aligns to our strategy.
- Represent the organisation, where appropriate, at events, seminars and key meetings.

Such other duties and projects as may be required.

### **Person specification**

#### Essential

- Experience of supporting and supervising staff
- Experience of project and budget management
- Confidence in using databases and computer systems and managing data
- Understanding of the importance of monitoring and reporting the impact of services
- Understanding of importance and process of safeguarding
- Confident communicator and presenter
- Knowledge of and empathy for older people's issues
- Ability to prioritise tasks, remain calm under pressure and manage a varied workload
- Ability to lead by example and work pro-actively to develop the team's understanding and performance

#### Desirable

- Experience of working in the charity and/or adult social care sector
- Working knowledge of health and social care systems and processes
- Excel skills

### **Our values**

Commitment to the aims of the organisation and the ability to demonstrate the following values:

**Enabling:** We assist older people to live independently and exercise choice

**Influential:** We listen to older people, represent their interests and ensure their voices are heard

**Dynamic:** We are innovative, driven by results and consistently deliver for older people

**Caring:** We are passionate about what we do and care about each individual

**Expert:** We are authoritative, trusted and quality orientated

This job description may change from time to time according to the needs of the organisation.

### **Terms and Conditions:**

- The position is office-based, but with flexibility to work from home and in the community.
- When home-based, use of a fully functional computer with webcam is essential to ensure to regular contact with the team. A computer will be provided.
- Minimum of 28 hrs per week, with flexibility regarding working hours - the post-holder will though, be required to work regularly during core service-delivery hours.
- Employees are entitled to 5 weeks (25 working days) holiday per full time role per calendar year. In addition, you will also be entitled to all the Public and Bank holidays in England.
- The Charity meets the current legislation by providing a pension scheme. All employees are enrolled in the opt in scheme and if they wish to opt out must complete appropriate paperwork.

### **Equal Opportunities**

Age UK Buckinghamshire wants to become more representative of the community we serve. We encourage equality, diversity and inclusion in the workplace and encourage applications from our wonderful rainbow of talent in Bucks and people of all ages.

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