



Information Officer Recruitment Pack

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AUKEL: Our vision, mission and values

We are in the process of co-producing a refreshed organisational vision, mission and values, and are involving older people in this important work. Meanwhile the ones below are our ‘working’ vision, mission and values.

Vision

Our vision is that older people in East London feel part of their community and are as happy and independent as they can be.

Our Mission

We will provide accessible, consistent, flexible, and kind services for older people that are targeted at the people who need us the most.

AUKEL values		How we demonstrate them/live them		
Value	To clients	To colleagues	To partners	To funders
Kind (generous/loving/caring/ person-centred/empowering)	We treat all clients with kindness, patience, generosity and care. Our practice is trauma informed.	We are kind and generous to each other.	We treat our partners with kindness and are friendly and approachable.	We do all we can to give funders what they ask for, remembering that trust is key to good relationships.
Accountable (Integrity/trusted/reliable)	We do what we say we are going to do. We’re reliable and trustworthy.	We deliver on commitments to each other, we are clear, honest and open when we run into challenges.	We do what we say we are going to do, and we are clear, honest and open when we run into challenges	We do what we say we are going to do and always demonstrate our value. We are clear, honest and open when we run into challenges
Collaborative	We work as equal partners with clients. We empower and collaborate with them. We co-produce solutions.	We work with each other; we listen and learn from each other and support one another other.	We work as partners, not competitors – we put the needs of beneficiaries first.	We work with funders, listen to their objectives, and work together to deliver the best solutions for beneficiaries.
Flexible	We adapt according to the needs of our clients; we	We are a flexible employer; we try hard to enable	We listen hard to the needs of our partners and try	We do all we can to meet the requirements of funders because their trust in us will

(creative/adaptable/ambitious) We say yes whenever we can.	recognise the barriers many older people face and do our best to fit our services around them.	people to work in a way that suits them. We adapt to help each other out as a supportive team.	hard to make collaboration work.	ensure ongoing investment in service delivery.
Inclusive	All older people feel that AUKEK is 'for them'. We deliberately work to make our services inclusive and take positive action to remove barriers for people least likely to trust us.	All staff and volunteers can be themselves at work, feel treated equally, trust that their voices are listened to and are given the opportunity to progress.	We seek out partners and develop partnerships that enable us to ensure that the needs of all older people are met.	We develop a diverse funding base which enables us to deliver work that we identify as meeting unmet need.

About Age UK East London (AUKEK)

The organisation

Age UK East London (AUKEK) is a local independent charity, which is part of the national Age UK network. We work across Tower Hamlets, Hackney and Newham to deliver services which support older people to live healthier, happier and more fulfilled lives.

Our work

Each year we support around 20,000 older East Londoners by providing flexible practical and emotional support in homes, hospitals and in the community. Our boroughs have the country's highest pensioner poverty in the country, further exacerbated by the current cost of living crisis.

How we help:

1. We tackle poverty

Each year our advice service supports over 2,000 older people to claim £3.2million in welfare benefits, grants and relief entitlements. During the cost of living crisis we distributed £42,000 worth of emergency vouchers for food, helping older people ensure there was food in the fridge.

2. We alleviate loneliness

According to a national model, Tower Hamlets has the highest rates of loneliness in London and in England. Our East End Friends initiative teams housebound older people who'd like a bit more company with a volunteer to visit them at home. 92% of older people said they felt less isolated and lonely and 100% of volunteers would recommend the scheme.

3. We improve health

Many older people live alone and struggle to manage around the home. Our home from hospital service supports 3,000 older people to return to a safe and warm home. Just 6% are readmitted to hospital within 28 days compared to 15.3% in areas where there aren't these services.

4. We increase independence

Many older people in our boroughs have very poor health. For example, at age 65, women in Tower Hamlets can expect just six more years of good health, which is the lowest in London and almost the lowest in England. This reduces their quality of life and can make it harder to remain independent. As well as increasing income and addressing loneliness (both determinants of health) we offer yoga, walking, and chair-based exercise groups at our community centre in Bow. 87% of participants said they are more independent as a result.

About the team

We are a friendly, welcoming team of c. 80 staff and c. 70 volunteers. As well as many new starters we have several colleagues with 20+ years of service. You can read about our senior team on our website <https://www.ageuk.org.uk/eastlondon/about-us/senior-staff/>, and here's a picture of a few of us at a summer picnic taken early in July:



Background to the role

Age UK East London are recruiting an Information Officer to join our growing information and advice team. We support thousands of people a year to maximise their income, challenge bad decisions, and ensure that they understand their rights and entitlements.

We support some of the most deprived communities in the UK, tackling poverty and health inequality while promoting independence and well-being. Working in well networked and integrated systems you will make a key contribution to improving the lives of adults, their carers and the wider community.

Job description

Job Purpose
<ul style="list-style-type: none">• To deliver a high-quality 'front door' service for older people and their carers.• To provide support to the organisation with appropriate and proportionate triage.• To help clients with their enquiries by providing accurate information and signposting.• To support to the smooth running of the Age UK East London Helpline.
Key Tasks
<ul style="list-style-type: none">• To provide an open access front door for AUKEL services during office hours.• To provide information and advice to older people and their carers on matters of social welfare, housing, health and social care etc.• To triage and allocate referrals and/or bookings for the service teams ensuring that referrals for case work are appropriate and within the scope of our service.• To provide information, advice and support to older people and their carers enabling them to access services and remain independent.• To carry out welfare benefit calculations.• To maintain accurate case records to Advice Quality Standard and in line with relevant legislation.• To support all Age UK East London Advice Services to manage demand.• To maintain a welcoming reception area and ensure all resources and information are up to date.• External representation at meetings with key stakeholders.
General
<ul style="list-style-type: none">• To meet regularly with line manager for support, supervision and appraisal.• To attend team and staff meetings, (and other meetings) as required.• To undertake any other duties within the competence of the post holder as may be required from time to time for the continued smooth running of Age UK East London.• To undertake all training required to fulfil the role.• To carry out the duties of the post in accordance with Age UK's East London's policies and

procedures including EDI, Health & Safety, Confidentiality, Complaints, GDPR, Safeguarding Vulnerable Adults.

Functional Links

- The role reports to the Advice Team Leader.

Person Specification

	Essential	Desirable
Experience	<ul style="list-style-type: none"> •Minimum of 18 months experience working in an advice service. •Demonstrable experience in Social Welfare Policy and practice inc. Social Welfare, Housing, Care Act etc. •Holds NVQ Level 3 Advice & Guidance, or equivalent qualification and experience. 	<ul style="list-style-type: none"> • Experience of working on busy helpline
Knowledge & Understanding	<ul style="list-style-type: none"> •Understanding of Data Protection and Privacy in policy and practice. •Knowledge and understanding of local health, social care and voluntary community sector services. •Understanding of the impact of discrimination and disadvantage on the lives of people and ability to work in a trauma-informed manner. •Understanding and commitment to safeguarding and promoting the welfare of vulnerable adults and their carers. 	
Skills/Attributes	<ul style="list-style-type: none"> •Intermediate IT skills •Strong written and verbal communication 	

	<ul style="list-style-type: none"> • Can demonstrate AUKEL values (accountable, kind, flexible, inclusive, collaborative) in the way the service is delivered. • Commitment to learning and development and reflective practise. 	
Additional Requirements	<ul style="list-style-type: none"> • This post is subject to the relevant check through the Disclosure & Barring Service (DBS) • Flexibility in working hours to meet organisational needs. 	

Employment Details

Contract type

This contracted post is for **35 hours per week**. We welcome application for flexible working including reduced hours and other flexible working arrangements.

Location

We support hybrid working to suit our team. When in the office, the post holder will be based at:

- 1 post holder at our head office in E2 9LU
- 1 post holder at our community centre Marie Lloyd in E8 3LA

Salary

Between **£28,840 and £31,930** + 5% ER pension contribution

Holiday entitlement

25 days (pro-rata for contracted hours) of paid holiday per year plus bank holidays. This increases after two years of service to 27 days, and then a further one day per every year of service up to a maximum of 30 days after five years of service. In addition, all employees are entitled to one day off on (or around) their Birthday.

Conditions of employment

The job offer is subject to the receipt of two satisfactory Employment References, an enhanced DBS Check and evidence of relevant Qualification.

How We Value Our People

Learning and development

We are committed to supporting our staff through a variety of training, e-learning, workshop and shadowing. A training needs assessment is carried out annually. During the appraisal and reviewed during supervision. The majority of vacancies are advertised internally to encourage staff to progress their careers within the charity.

Flexible working policy

We welcome flexible working requests from day one and anyone can make as many requests as they wish to.

Family Friendly Policy

We have a competitive Family Friendly Policy which includes maternity, paternity adoption and shared parental leave. We have an enhanced maternity and paternity pay policy based on the length of service.

Sick leave policy

We also have a competitive sick pay policy which will give you up to 4 months full pay and 4 months half pay after 4 years of service.

Death in service insurance

We have a Death in service insurance which will help your family to cope financially should something happen to you while employed with us.

Employee assistance programme

We offer an Employee Assistance programme called WeCare which includes 24/7 online GP, Get fit programme, Mental health support, Financial and legal guidance.

Menopause and menstrual policy

The policy supports employees in their ability to adequately self-care during their period and menopause, while not being penalised by having to deplete their sick leave. Birthday policy

Open Door policy

The purpose of policy is to encourage open communication, feedback, and discussion about any matter of importance to an employee.

Wellbeing policy

The policy is aimed to promote mental wellbeing among staff and volunteers and tackle the causes of work-related mental health problems.

Duncan Robertson Award

For the outstanding contribution to the wellbeing of older people.

Cycle to work scheme

The scheme allows employees to obtain commuter bikes and cycling accessories through their employer, whilst spreading the cost over 12 months and making unbeatable savings through a tax break

Next Steps

How to apply

To apply, please complete the application form on our website.

Recruitment Timetable:

Deadline to receive applications: Friday the 14th of June at 9am

1st stage interviews: Week commencing the 17th June of April.

Have any questions? If you want to find out more about the recruitment process or the role, please contact our HR department by emailing on: recruitment@ageukeastlondon.org.uk