

About Age UK Lancashire

Age UK Lancashire proudly delivers services to over 12,000 older people across Lancashire each year, enabling them to maintain their independence and to enjoy choice and control over their lives.

If you come and work with us, you'll join around 240 colleagues and 110 volunteers who are proud of, and passionate about their work & our customers, who pull together as a team and who make an impressive difference in the lives of older people every day.



What you'll be a part of

Joining a thriving organisation, we'll ask you for your opinions and create opportunities for you to get involved in shaping what we do and how we do it.

Our Customer Services Helpline supports older people across the county to access the support they need. Last year our call handlers responded to over 15,000 phone calls, over 4600 email enquiries and over 1200 enquiries received through our website.



The Job

As part of a small team, you will act as the gateway into the organisation for older people, their families and carers to access information and advice that will support them to remain independent

Every day will be different as you respond to the wide variety of requests that are made via the telephone, emails, or the Age UK Lancashire website.

You will ensure call backs are made within an acceptable timeframe and respond to enquiries which come through the Age UK (National) portal. Any follow up communication will be carried out to a high standard.

You will gain local knowledge of services available in the community and be expected to undertake all mandatory training as required for the role.

You will signpost and refer clients appropriately (internally and externally) following agreed procedures and maintain accurate records on the organisation's database to ensure continuity of advice, information retrieval, statistical monitoring, report preparation and quality checking.



The Job continued

The team works on a rota basis to ensure our lines can be open as needed. Some flexibility is required to ensure the smooth running of the service.

Key Relationships & Stakeholders

- ✓ Customer Services Helpline Coordinator
- ✓ Customer Services Manager
- ✓ Information & Advice team
- ✓ Clients and their families
- ✓ Internal services
- ✓ External organisations

What we are looking for

You should have experience/knowledge of issues affecting older people.

You are able to communicate in a clear and empathetic way and be considerate to the differing needs of older people and their carers.

You should have an excellent telephone manner and be able to demonstrate strong telephone techniques. Excellent communication skills are essential to this role, as you will be required to communicate through a variety of channels, with a diverse client group.

We are looking for someone who is able to work as part of a team and able to use initiative to work with minimal supervision. You should be able to work as part of a team, have the ability to remain calm and take a problem-solving approach to address challenges.

The ideal candidate for this position will have good IT skills and be confident with a range of software packages.

This role will be office based, though some home –working may be possible after training and consolidation.

Annual leave: 25 days rising to 30 with length of service + bank holidays (pro-rata for part time employees)

Driving: A driving licence is not essential to this role.

DBS: Dependant on your role you may be required to have an enhanced or basic DBS check and all the associated costs will be met by the employee.

This job description is not intended to be exhaustive. You will be required to help your team out from time to time, this may not be your usual day to day tasks however a flexible attitude is needed to ensure a smooth running of our service.

