

Job Description & Person Specification

Job Title	Information & Advice Officer
Reporting to:	Information & Advice Team Leader
Grade	£11,581.44 per annum (£26,782.08 pa Full Time) Band 5
Hours of work	16 hours per week, over three days, Monday, Tuesday, and Thursday. Start time – to be agreed
Place of work	The William and Patricia Venton Centre. Northampton
Purpose of Role	To provide a high-quality information and advice service to clients, carers and/or service providers. To take live calls on the Information and Advice Line: Wednesday and / or Thursday 9:00am – 12:00pm. The post is office based with some work in the community.
Main Tasks	<ol style="list-style-type: none"> 1. To receive live calls on the Information and Advice Line, capture all relevant client administration tasks. 2. Respond to messages and referrals: internal and external. 3. Assist clients with welfare benefit claims such as Attendance Allowance, Carers Allowance, Pension Credit, in accordance with weekly allocated targets. 4. Assist clients, via the phone or a home visit, with advice and guidance on a range of services, but not limited to care homes, rights to community care, hospital discharge, assistance at home and housing benefits. 5. To accurately record casework as per the Information & Advice procedures guide, adhering to the Age UK National Information and Quality Advice Standard (QAS) and General Data Protection Regulations (2018). 6. To carry out standard benefit assessments, inform clients of their entitlements and provide support with making appropriate claims. 7. To assist clients by liaising with (funding, support at home etc) external organisations and care & support organisations.

	<p>8. To maintain up to date knowledge of Age UK Northamptonshire services along with local services.</p> <p>9. To ensure that the administrative tasks associated with the role, such as case recording, database entries, statistics, form completion, scanning, reports (word / excel) etc are completed in a timely, accurate and efficient manner and meet all deadlines.</p> <p>10. To undertake all mandatory within the required timelines and all training deemed necessary for the role.</p> <p>11. To work effectively as part of a team, with commitment to ongoing personal development relating to advice work.</p> <p>12. Any other duties commensurate with the role.</p>
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Person Specification

Job Title: Information & Advice Officer	Band: 5
Department: Information & Advice Team	Date: 02.05.2024

Criteria	Desirable/Essential (D/E)	Assessed by: Application form (A) Interview (I) Written test (T)
Qualifications Good general standard of education A-level or equivalent qualification Maths and English qualification	E D E	A A A
Skills, Knowledge & Abilities Current knowledge and experience of welfare benefits for older people.	E	A, I & T
Ability to follow Information & Advice procedures and adhere to the Age UK National Quality Advice Standards (QAS).	E	A & I
	E	A & I

Ability to prioritise own work and meet deadlines.	E	A, I & T
Excellent written and spoken communication skills.	E	A, I & T
Strong IT skills (including MS Office and database).	E	A, I & T
Good understanding of issues for older people and their carers.	E	A & I
Excellent interpersonal skills.	E	A & I
Highly motivated, able to work well as part of a team and independently.	E	A & I
Driving licence and own vehicle, ability to travel throughout the County.	E	A & I
Commitment to the aims and principles of Age UK Northamptonshire's Equality and Diversity Policy.	E	A & I