



JOB DESCRIPTION

Senior Benefits Advisor and Quality Lead

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| Post Title: | Senior Benefits Advisor & Quality Lead | Pay Scale: | £16,881 per annum AUNN Band F (£26,025 p/a FTE) |
| Department: | Services / Advice | Hours of Work: | 24 hours per week |
| Responsible to: | Senior Operational Manager (Advice) | Tenure: | Permanent |
| Based: | Hybrid – home, office & field based | Date of issue: | March 2025 |

Our charity shares a common goal, no matter what job role we carry out: that older people can find the help and support they need to enjoy their later life as much as possible.

PURPOSE OF THE DEPARTMENT/SERVICE

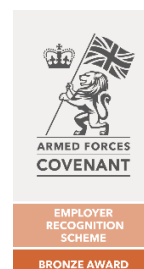
The Advice team provides welfare benefits advice, meeting the Age UK Brand Partnership requirements and tailored to the needs of older and vulnerable people in Nottingham and Nottinghamshire.

With a small team of paid staff, the service works extensively with volunteers to provide services including office appointments, telephone sessions and home visits.

PURPOSE OF THE POST

The primary focus of the post will be to effectively oversee the quality of delivery within the Advice team, and to support team members with more complex cases.

The post holder will maintain an independent caseload of client appointments, alongside supporting and supervising the day-to-day work of the team of Benefits Advisors. This will include triaging cases, being available to discuss cases, mentoring advisors to develop their skills and practice, completing file reviews and carrying out other quality checks. A key element of the role is to ensure continued compliance with the Advice Quality Standard.



The post holder will work flexibly to support the wider Advice team functions and support the Senior Operational Manager (Advice) in meeting funding targets for the team.

KEY DUTIES & RESPONSIBILITIES

The post holder is expected to demonstrate an acceptable level of competence in their role for each of the key duties and responsibilities listed below. Competence means demonstrating the required skills, abilities, attitude and behaviours in your work role.

Communication and Customer Service (C&C)

1. To provide advice on complex situations relating to welfare benefits, taking a person-centred approach, working alongside the client.
2. To maintain positive working relationships across the charity and with key advice and other organisations as appropriate.

Planning and Organisation (P&O)

1. To work with the team to ensure all advice referrals are triaged, allocated and progressed appropriately to ensure smooth throughput of cases, delegating as appropriate.
2. To work with the Senior Operational Manager to ensure training and development needs are being met across the team.
3. To support the implementation of service delivery plans in day-to-day operations, managing change appropriately to support this.
4. To balance a workload of both front-line advice provision, case checking and supporting the team with day-to-day queries.

Recording & Monitoring (R&M)

1. To ensure all advice cases are appropriately logged for accurate records of service delivery in line with Data Protection and Archiving policy, serving as a role model within the Advice team for accurate record keeping.
2. To be responsible for collating statistical and service delivery information as required by the Senior Operational Manager.

Quality (Q)

1. To keep up to date with guidance from Age UK to ensure continued compliance with the Advice Quality Standard and any other relevant quality standards.
2. To oversee a quality assurance mechanism in which reviews of advice cases by staff and volunteer advisors are regularly undertaken in line with the Advice Quality Standard.
3. To support the Benefit Advisors to ensure benefit applications and queries are progressed within a reasonable timeframe to ensure no financial detriment to clients.
4. To maintain documentation regarding quality assurance processes and implement these across the team in line with the Advice Quality Standard requirements.

Charity Focus (CF)

1. To have a good understanding of the wider services provided by the charity.

Team Work (TW)

1. To work proactively within the Advice team, motivate and support colleagues, suggest service improvements and take the lead on new areas of development as appropriate.
2. To attend meetings as directed by your line manager to represent the Advice service.
3. To contribute to the recruitment, management and training of staff and volunteers.

Specialist Knowledge (SK)

1. To keep up to date with relevant welfare rights and wider social welfare information and legislation that has a particular impact on older or vulnerable people, and to ensure that this is disseminated to the relevant services, staff and volunteers.
2. To identify themes/training needs for individuals/whole team, working in close coordination with Benefit Advisors to address these.
3. To support staff to respond to and refer allegations of abuse (safeguarding) to the appropriate agency in line with the Charity's Safeguarding procedures.

Leadership (L)

1. To provide technical support to members of the team, helping to direct staff to the most appropriate resources to resolve queries independently as well as where more technical advice is required.
2. To provide management support to the team in the absence of the Senior Operational Manager

Please note that all posts within the charity carry this level of expectation.

Charity Responsibilities - Standard Clauses

Your Needs

- You will keep under review your own developmental needs, keep yourself informed of current issues and be alert to the Age UK Notts training programmes and policies and attend all supervision meetings advised by your line manager. It is your responsibility along with your line manager to identify training and development needs and to inform your line manager of these (C&C, P&O).

Equality, Diversity and Inclusion

- You will uphold the Age UK Notts Equality, Diversity & Inclusion policies and practices thereby promoting fair and quality services to all. If Age UK Notts deem you have breached any of these policies this may be dealt with under the disciplinary procedure. All policies can be viewed on the Oracle - please ensure you refer to the Equality, Diversity & Inclusion Policy and the Bullying and Harassment Policy (Q, CF).

Health and Safety

- You will take reasonable care for your health and safety and have regard to other persons who may be affected by the performance of your duties, in accordance with the provisions of Health and Safety legislation and actively encourage, promote and reinforce all Health and Safety procedures in accordance with the guidelines laid down in the Age UK Notts Health and Safety Manual (Q).
- You will exercise proper care in handling, operating and safeguarding any equipment or appliance provided, used or issued by Age UK Notts or provided by a third party for individual or collective use in the performance of your duties (Q, C&C).

Safeguarding

- You will raise any concerns regarding safeguarding and report all allegations of abuse in line with the Age UK Notts Safeguarding policy (Q, CF, C&C).

Customer Care

- You will promote and deliver services in a way which is sensitive and responsive to those receiving such services and be aware of and implement the Age UK Notts customer care policies and service level agreement requirements (if applicable) (C&C, Q, CF).

Professional Integrity

- You will maintain at all times the professional integrity of the Charity and represent its main interests in any dealings with other bodies, groups and individuals (CF, Q).

Quality Assurance

- You will uphold and proactively contribute to the Age UK Charity Quality Standard (Q, CF).

Other

- Participate in, and promote fundraising & income generation (CF, C&C).
- Promote all Age UK Notts services and trading products (CF).
- You will attend staff meetings, the annual staff conference and other meetings as requested in order to keep up to date with information within the Charity (CF, C&C, Q).
- You will provide for your line manager regular timesheets, and any other reports or information as required (C&C).
- You will carry out any other specified tasks that may be reasonably required by the relevant Manager, with the proviso that any changes of a permanent nature will be included in the job description (TW).

This job description is intended as a summary of the main elements of the job described. They may be varied from time to time in consultation with the job holder without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

I confirm that I have discussed the content of this Job Description with my line manager and that I understand its content.

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|---------------------------------|--------------|
| Name of Employee: | |
| Signature of Employee: | Date: |
| Name of Supervisor: | |
| Signature of Supervisor: | Date: |



Person Specification Senior Benefits Advisor and Quality Lead

Please indicate on enclosed application form evidence to show why you fulfil each individual point below:

Essential Requirements

1. Experience of delivering complex welfare benefits advice to members of the public, including assisting with reconsiderations and appeals (SK)
2. In-depth knowledge of welfare benefits, including working age and pensionable age benefits (SK)
3. Good attention to detail, with the ability to undertake complex welfare benefit entitlement checks with a high level of accuracy and to document key information in comprehensive yet concise case notes (Q, R&M)
4. Experience of working within an advice supervision framework, including carrying out case checks and working to agreed quality standards (Q)
5. Excellent organisational skills, with the ability to plan own workload and that of others, and meet deadlines while ensuring high quality (Q, P&O, R&M)
6. Excellent interpersonal and communication skills with a friendly, sensitive and professional approach to build trusting relationships, when working face-to-face, over the phone or remotely (C&C, Q, CF)
7. Ability to give constructive feedback, and an understanding of how to support other people effectively to develop their practice (L, C&C, Q)
8. An understanding of the needs of people at risk of reducing or losing their independence because of age, disability, health conditions or bereavement (C&C, Q, CF)
9. Excellent IT skills including proven use of databases (such as a CRM) and Microsoft Word, Excel and Outlook (C&C, Q, P&O, R&M)
10. Knowledge and understanding of Equality and Diversity issues and a commitment to implement the Age UK Notts Equality and Diversity policy. (C&C, Q, TW, CF)

Desirable Requirements

1. Knowledge of and experience working in the voluntary sector (CCS, Q, CF)
2. Experience of external quality audit to meet the Advice Quality Standard (SK, Q)
3. Driving license and access to a car for the purpose of home visits



Summary of Main Terms and Conditions Senior Benefits Advisor and Quality Lead

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| Salary: | £16,881 per annum, AUNN Band F (£26,025 p/a FTE) |
| Start Date: | As soon as possible |
| Hours of Work: | 24 hours per week Age UK Notts consider a full-time working week to be 37 hours, Monday to Thursday 9.00 a.m. to 5.00 p.m. and 9.00 a.m. to 4.30 p.m. Friday with 30 minutes for lunch (which is unpaid). Age UK Notts operates a scheme of flexible working hours. |
| Holidays: | 24 working days (pro rated for part time hours). Employees are granted 8 Public Holidays. One additional days leave is added to the annual leave entitlement for each year of service up to a maximum of 8 additional days. |
| Mileage Allowance: | Currently 45p per mile. |
| Pension: | The Charity will contribute 4% of basic salary into our NEST pension scheme after 3 months service, with an employee minimum contribution of 4% (in line with auto-enrolment rules). However, employees may contribute more than the minimum required employee contribution. |
| Place of Work: | This is a hybrid role combining working from home with attending community bases across the City and County |

N.B. Due to financial constraints, applicants who are not short-listed will not be notified. If you have not received an invitation to attend an interview within three weeks of the closing date you may assume that your application has not been successful.