



## **JOB DESCRIPTION**

### **Senior Operational Manager (Advice)**

<b>Post Title:</b> Senior Operational Manager	<b>Pay Scale:</b> £31,867 per annum AUNN Band H
<b>Department:</b> Services / Advice	<b>Hours of Work:</b> 37 hours per week
<b>Responsible to:</b> Strategic Director (Community Services)	<b>Tenure:</b> Permanent
<b>Based:</b> Hybrid – home, office & field based	<b>Date of issue:</b> 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**

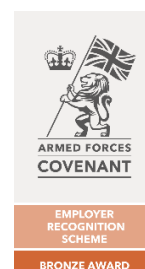
The Advice team provides welfare benefits advice, meeting the Age UK Brand Partnership requirements and tailored to the needs of older and vulnerable people in Nottingham and Nottinghamshire.

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 key purpose of this role is to be responsible for the operational effectiveness of the Advice service.

The postholder is responsible for ensuring that high quality, appropriate, and effective services are delivered, in line with the needs of older and vulnerable people in Nottingham and Nottinghamshire. The postholder is responsible for meeting service outcomes and targets, for ensuring quality standards are met and for the monitoring and reporting of key performance indicators to the Strategic Director (Community Services) or direct to the commissioners/funders as required.



This role includes line management of a Senior Benefits Advisor and a team of paid and volunteer Benefits Advisors, plus the management of a small caseload.

The post holder will work flexibly to support the wider Advice team functions and will link with other Senior Operational Managers across the charity to provide management cover when required and to ensure clear referral pathways between services.

## **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 publicise and promote the charity and our services positively and professionally, including giving talks and presentations as required.
3. To forge and maintain positive relations with all existing and new funders and partner agencies, and through these partnerships proactively support the maximisation of funding opportunities.

### **Planning and Organisation (P&O)**

1. To ensure that the Advice service operates in an effective way, in line with funding requirements, service level agreement and any other service specifications issued by funders or commissioners.
2. To work with the Senior Benefits Advisor to ensure all advice referrals are triaged, allocated and processed appropriately to ensure smooth throughput of cases, delegating as appropriate.
3. To work with the Senior Benefits Advisor to ensure training and development needs are being met across the team.
4. To lead on the creation and implementation of service delivery plans, managing change appropriately to support this.
5. To self-manage workload and working times in accordance with the needs of the charity, the services and the staff team.

### **Recording & Monitoring (R&M)**

1. To establish, manage and regularly review appropriate and effective systems and procedures for measuring performance against key performance indicators.
2. 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
3. Produce accurate reports and management information for internal and external monitoring and evaluation purposes, meeting specified deadlines.

### **Quality (Q)**

1. To monitor the work and capacity of the team to ensure a high-quality service is offered to people at all times.
2. 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.
3. In conjunction with the Senior Benefits Advisor, 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.
4. In conjunction with your staff team and the Strategic Director (Community Services) deal with any complaints in an effective and timely way, ensuring that the Age UK Notts complaints policy is adhered to.

### **Charity Focus (CF)**

1. To have a thorough understanding of the services provided by the charity and to explore opportunities to collaborate to provide best value.
2. To ensure service delivery plans link into the overall business plan and strategy of the charity.
3. To positively network with relevant professionals and local agencies to promote the charity and its services where the opportunity arises, to ensure clear referral pathways between different agencies and to explore new service and funding opportunities.

### **Team Work (TW)**

1. To support colleagues to successfully plan and deliver services and foster a culture of supportive teamwork.
2. To ensure that appropriate administration systems and equipment are available, and staff have access to the information they require to complete their roles.
3. To support staff through a combination of ongoing face to face conversations, telephone support, individual meetings and regular group meetings ensuring that they understand the overall strategy of the service and the part they play in the service delivery plan.
4. To lead 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 coordination with the Senior Benefits Advisor to ensure these are needs are met.
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 effectively lead, motivate and manage the Advice team ensuring adequate supervision of members of staff, adequate training provision and effective individual and team performance.
2. 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.
3. To ensure the Strategic Director (Community Services) is kept informed of any significant developments or issues that impact the charity and/or the delivery of our services.
4. To deal with employee relations issues in a timely and appropriate manner, in conjunction with your line manager and the HR department.
5. To provide management support to other services as required to support the charity.

*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.**

<b>Name of Employee:</b>	
<b>Signature of Employee:</b>	<b>Date:</b>
<b>Name of Supervisor:</b>	
<b>Signature of Supervisor:</b>	<b>Date:</b>



## Person Specification Senior Operational Manager (Advice)

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

### **Essential Requirements**

1. Experience of managing an advice service or similar, including monitoring and maintaining delivery against internal and external key performance and quality indicators (Q, L)
2. Experience in an advisor role, with in-depth knowledge of welfare benefits, including working age and pensionable age benefits (SK)
3. Excellent 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 leading and motivating a hybrid-working team to deliver a high quality and impactful service, including through periods of change (C&C, TW, L)
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. Experience of multi-agency working with the ability to form effective partnerships with professionals across different sectors (C&C, CF)
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 Operational Manager (Advice)

<b>Salary:</b>	£31,867, per annum, AUNN Band H
<b>Start Date:</b>	As soon as possible
<b>Hours of Work:</b>	37 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.
<b>Holidays:</b>	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.
<b>Mileage Allowance:</b>	Currently 45p per mile.
<b>Pension:</b>	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.
<b>Place of Work:</b>	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.