

INFORMATION & ADVICE MANAGER

Advert

Hours: Part Time 28 hours or Full Time 35 Hours. All hours to be completed between Monday – Friday 9 – 5. Some occasional evening or weekend working may be required.

Responsible to: Chief Executive

Location: Richmond upon Thames – office, homes, community locations as required by service. Office location is the White House Community Centre, 45 The Avenue, Hampton, TW12 3RN. Some home working may be possible in line with our Hybrid Working Policy.

Responsible for: Information & Advice Advisors (4) , Volunteers

Salary: £35 – 39k FTE plus 5% pension contribution

Lead and develop a team providing great advice to local older people

Age UK Richmond are a local independent charity providing much needed support to older people throughout the London Borough of Richmond upon Thames. Our wide range of services have a highly positive and long-lasting impact on the health and wellbeing of local older people.

We currently have an excellent opportunity for an experienced and proactive individual to take on the role of Information & Advice Manager - leading and developing our busy Information & Advice Service for local older people.

Our highly valued Information & Advice Service currently has three delivery areas: a 'First Contact' helpline that also acts as a gateway into Age UK Richmond, Welfare Benefits support and Advice Extra. Support is provided in homes, at community locations, online and over the phone.

This central key role within the charity will involve:

- Managing, supporting and developing the Information & Advice team, including staff advisors and volunteers.
- Directly providing advice, managing a caseload.
- Ensuring the Information & Advice team meet KPI's and help deliver the organisations strategy.
- Working in partnership with other local services and looking for development opportunities.
- Ensuring the provision of high quality, accurate and accessible advice.
- Achieving and maintaining Information & Advice quality standard accreditations.

To fulfil the demands of this role you will need to have a strong level of experience in providing advice to older or vulnerable people; an excellent understanding of the benefits available to older people, some management / supervision experience and good IT skills.

The full job description and person specification are attached separately. The closing dates for applications is 9 a.m. 22nd July 2024 by CV and covering letter or application form. Please send your application to info@ageukrichmond.org.uk.