



INFORMATION & ADVICE MANAGER

Job Description

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 , Volunteers.

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

Purpose of job:

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 role within the charity involves:

- 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.

Main Responsibilities:

1. Manage the Information & Advice service including ensuring clients are given prompt, accurate, confidential, relevant and complete advice.
2. Directly provide advice to older people in over the phone, online, in their own homes or in other community locations, managing a caseload. The main area of work is welfare benefits advice. Other topics could include housing, accessing care, scams and independent living.
3. Manage, guide and develop the small team of Information & Advice advisors and volunteers, with a particular focus on improving knowledge and skills.
4. Ensure the service achieves and maintains relevant Information & advice quality standards (IAQP), including processes for case checking and independent file reviews.
5. Ensure the Information & Advice team take a highly holistic and person-centred approach to advice, actively referring and signposting to other support and always looking to make every contact count.
6. Ensure accurate and complete records are maintained.
7. Coordinate monitoring of the service including collecting outcome-based feedback / case studies and produce quarterly and annual reports for funders and evaluation.
8. Ensure the service builds close partnership with other internal and external services – always looking for opportunities for development and improvement, as well as ensuring good communication.
9. Ensure the Information & Advice team attend relevant training to keep updated with developments. Ensure high levels of understanding of the welfare benefits system and entitlements.
10. The organisation is currently looking to develop further services for people with dementia, which could include the recruitment of dementia advisors or coordinators. It is at an early stage, but if this goes ahead this role will potentially line manage these staff and be involved in the project management.
11. Attend meetings as required, including external meetings and events to raise the awareness of the service and build partnerships.
12. Communicate effectively - electronically, verbally and in writing.
13. Abide by Age UK Richmond policies and procedures.
14. Be aware of and report any safeguarding concerns.

Other Duties

You are required to undertake such other duties appropriate to your role and level of responsibility as may reasonably be required of you. Therefore, the list of duties in this Job Description should not be regarded as exclusive or exhaustive. Please note that, in consultation with you, Age UK Richmond upon Thames reserves the right to update your Job Description to reflect changes in, or to, your position.

INFORMATION & ADVICE MANAGER Person Specification

Experience

1. Strong experience of providing advice to older or vulnerable people, and an understanding of the types of information & advice older people need.
2. Experience of working in or managing a quality assured Information & Advice service highly desirable.
3. Excellent understanding of the welfare benefits system supporting older people, including benefit types, eligibility and how to access.
4. Experience of supervising or managing staff and / or volunteers.
5. Excellent communication skills, verbal and written.
6. Ability to quickly and easily assimilate and understand information.
7. A genuine interest in working with older and vulnerable people, with an interest in developing services to improve outcomes.
8. Ordered and disciplined approach to plan and prioritise work.
9. Able to develop highly productive internal and external relationships and partnerships.
10. Appreciation of the need to evidence the impact of services.
11. Good level of IT skills, proficient with Microsoft Office and database usage.
12. Approachable and available approach.
13. Positive, motivated, enthusiastic, proactive and flexible approach.

Other

Car Driver and access to a vehicle