

Job Description & Person Specification

Job Title:	Service Lead - Information and Advice
Hours of Work:	35 Hours Per Week
Reporting to:	Information and Advice Manager
Salary:	£25,500 - £26,500 per annum
Location:	Offices and Locations around Herefordshire and Worcestershire

Purpose of Job

- To support the Information and Advice Manager in overseeing services to older people seeking information, advice, and support from Age UK.
- To ensure the effective and efficient operation of the information and advice service in collaboration with the Information and Advice Manager.
- To assist in preparing for quality standards and accreditation.
- To identify new trends, develop services accordingly, and assist in the preparation of funding bids.
- To contribute to the strategy and campaigns of Age UK.
- To support the management of staff and volunteers.

Main Duties and Responsibilities

Management of Staff and Volunteers

- Assist in monitoring and managing caseloads, ensuring that work is purposeful, targets are clear, and caseloads are manageable; allocate work to advice workers.
- Support the recruitment, training, and management of staff in line with Age UK policies and ensure the efficient and effective operation of the Advice Duty Rota, ensuring cover for absence.
- Aid in recruiting, training, and managing a team of volunteers involved in the delivery of the information and advice service.
- Lead and manage the team in accordance with the values and policies of Age UK Worcester, Malvern Hills & Hereford Localities.
- Motivate and coach the team, setting challenging and achievable KPI's and monitoring performance.
- Supporting the team to maximise potential, and encouraging continuous personal development.

- Provide timely feedback through meetings and 1-2-1 sessions. An element of personal staff coaching hands-on training and guidance may also be required.

Quality

- Ensure that the advice team works to professional standards that meet Age UK I&A Quality Programme benchmarks and conform to the requirements of the Advice Quality Standard and Age UK policies and procedures, including safeguarding, confidentiality, and complaints.
- Stay informed about developments in benefits, community care, housing options, and other issues relating to older people, including attending training events, and ensure the team is appropriately informed.
- Support change and performance improvement in the I&A service.
- Ensure that all staff are trained and supported in their roles.
- Ensure team members adhere to the principles of good customer care, analyse client feedback regularly, and participate in formal service evaluations.
- Collaborate with other service teams within Age UK to provide clients with a holistic service.
- Assist in compiling and presenting quarterly reports (statistical and narrative) for internal and external reporting purposes, making use of IT and attending monitoring meetings.
- Ensure that records are maintained to meet quality standards and in accordance with GDPR.

Development Work and Social Policy

- Develop services in response to service feedback, unmet needs, social policy, and best practice changes. This includes partnership work with other agencies and/or developing project proposals to provide an integrated service.
- Assist in identifying and preparing funding applications for information and advice work.

Public Relations

- Build and maintain relationships with other agencies.
- Support the Information and Advice Manager in giving talks and presentations to statutory and voluntary agencies and groups to promote Information & Advice and the profile of Age UK. Encourage team members to do the same.
- Represent Age UK at meetings and conferences as appropriate.
- Work with other Age UK staff in updating and disseminating publicity material and collaborate with local media, councillors, MPs, etc.

General Requirements

- Attend staff meetings and join working parties and project groups as appropriate.
- Engage in supervision and undertake appraisals.
- Keep the Information and Advice Manager informed of any issues that may arise within the project in a timely manner.
- Implement Age UK's Equality and Diversity Policy and ensure equality and diversity principles are incorporated into the planning, delivery, and monitoring of services.
- Adhere to core policies such as confidentiality and quality.
- Undertake other duties as required that are consistent with the duties and responsibilities of the post.

Person Specification

Essential

Qualifications and Training

- Good standard of general education, including GCSE (or equivalent) Maths and English.
- Benefits advice training or similar.

Experience, Knowledge, Skills, and Abilities

- Experience of supervising other staff or volunteers in a management or non-management capacity.
- Experience of leading and developing a service.
- Experience of working in an advice and information service or a related field.
- Proficiency in using Information Technology (IT) systems, including internet research tools.
- Proven track record of meeting deadlines.
- Strong organisational skills.
- Excellent interpersonal and communication skills.
- Experience in building and maintaining professional relationships with a wide range of people.
- Working knowledge of relevant legislation, such as Safeguarding.
- Commitment to delivering excellent customer service.
- Effective influencing and negotiating skills.
- Knowledge and understanding of the voluntary sector.
- Experience of leading a team through a quality mark/accreditation.

Personal Attributes

- Flexible approach to work and ability to adapt to shifting priorities.
- Ability to respond to challenging situations calmly and reasonably.
- Personable and approachable.
- Enthusiasm and commitment to working with older people, with an understanding of their needs.
- Committed team player.

Other

- Understanding of and respect for the charity's values.
- Full clean driving license, access to own transport, and willingness to use it for business travel.