

## Role Description

Job Title:	Information and Guidance Officer
Location:	Cardiff
Contractual Status of Role:	Full time, 35 hours per week
Job Title of Line Manager:	Service Manager (ACAL)
Job Purpose:	To provide accurate, impartial and comprehensive information and guidance by telephone, email or letter to enquirers to Age Cymru Advice.
Main Responsibilities:	<ul style="list-style-type: none"> <li>• Providing relevant general information and guidance to Advice Line enquiries in accordance with agreed policies and procedures.</li> <li>• Providing an initial exploration of a client's situation in order to identify the options available to them</li> <li>• Discussing the advantages or disadvantages of options available to clients without making specific recommendations.</li> <li>• Identifying clients who require further diagnosis and/or advice and referring directly to Information and Advice Officers or arranging appointments for further support.</li> <li>• Referring clients who are seeking face to face advice or further support to appropriate services within the Age Cymru Network.</li> <li>• Signposting to and providing factual information about the role of other organisations or services who can support an individual.</li> <li>• Carrying out welfare benefit calculations.</li> <li>• Providing a high standard of call handling and correspondence (emails and letters) to enquiries in accordance with agreed procedures.</li> <li>• Accurately and efficiently record all enquiry details.</li> </ul>
<b>Person Specification</b>	<b>All the listed criteria are essential unless stated otherwise.</b>
Experience	<p>The ability to demonstrate experience in:</p> <ul style="list-style-type: none"> <li>• Providing information and guidance to service users via the telephone and in writing.</li> <li>• Providing a quality service within specific guidelines in an information technology (IT) environment.</li> </ul>

	<ul style="list-style-type: none"> <li>• Dealing with customer enquiries and providing customer service in both English and Welsh (Desirable).</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>• Awareness of issues affecting older people in Wales.</li> <li>• Knowledge of the welfare benefits system (Desirable).</li> <li>• Knowledge and understanding of Data Protection issues.</li> <li>• Understanding of customer relationship management databases.</li> </ul>
Skills/Ability	<ul style="list-style-type: none"> <li>• Excellent listening skills.</li> <li>• Ability to deal with written and telephone enquiries in both English and Welsh (Desirable).</li> <li>• Competence in IT – word processing, excel, internet and email skills.</li> <li>• Good level of numeracy and literacy.</li> <li>• Ability to adapt approach to different circumstances and to put callers at ease, listening attentively, reflecting and clarifying.</li> <li>• Ability to respond to callers with empathy and sensitivity.</li> <li>• Resourcefulness, problem solving skills and good attention to detail.</li> <li>• Reliable and willing to accept responsibility and take decisions where appropriate.</li> <li>• Ability to cope with stress and emotionally-charged issues.</li> <li>• Tact and diplomacy to deal with sensitive and confidential information.</li> <li>• Ability to work flexibly and pro-actively on own initiative and also as part of a team.</li> <li>• Work within the strict guidelines and processes.</li> </ul>
Qualifications	<ul style="list-style-type: none"> <li>• GCSE grade 'C' or equivalent in both English and Welsh.</li> <li>• Achievement or willingness to achieve an Information and Guidance qualification if available.</li> <li>• Experience and/or evidence of ongoing training in the field of Information and Guidance (Desirable).</li> </ul>
Additional Circumstances	This post requires an Enhanced Disclosure and Barring Service check.
<p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>• This role description is not intended to be exhaustive in every respect, but rather to clearly define the fundamental purpose, responsibilities and dimensions for the role. Therefore, this role description does not describe any individual role holder.</li> <li>• In addition to the contents of this role description, employees are expected to undertake any and all other reasonable and related tasks allocated by line management.</li> </ul>	

**Role Description Agreement**

Signature of Job Holder	Print Name	Date
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**As at May 2023**