

Benefits Adviser



Too many older people have no one to turn to for support. We believe no older person should have to struggle alone. We're Age UK, the UK's leading charity for older people. We provide information, support, friendship and advice when it's needed most. Our services are a lifeline – could you help us reach even more people who need us?

The job, in a nutshell

To provide information and advice relating to benefits, conduct Benefits Entitlement Checks, complete benefit applications, and support older people with claims in order to maximise income.

What you'll do for us

- Provide professional information and advice relating to benefits enquiries.
- Provide Benefit Entitlement Checks effectively and efficiently.
- Accurately record beneficiaries' details in line with GDPR requirements.
- Complete welfare benefit applications (currently only Attendance Allowance but other benefits may be introduced in the future)
- Refer and or signpost appropriately if other support needs are identified.
- Identify and report any Safeguarding concerns in accordance with Age UK Policy and process.
- Identify opportunities for service development.
- Work in collaboration with colleagues across the Advice Line to enhance the services provided.



“Working for the Benefits Team is extremely rewarding. Knowing that we make a real difference to older people's lives, gives us a real sense of achievement. Every day is different, and the feedback we receive from customers is really uplifting.”

Adele
BENEFITS ADVISER

Our values



Collaborative



Impactful



Ambitious



Inclusive

Benefits Adviser

Must have:

- Knowledge of issues affecting older people e.g. the health system, social care etc.
- Passion and enthusiasm for helping people in later life.
- Experience of telephone-based customer service.
- Excellent active listening.
- Ability to work within required parameters with regard to call handling.
- Personally resilient.
- Excellent oral and written communication skills.
- Competence in IT skills including Microsoft products and CRM systems.
- Accurate with attention to detail.
- Calm, empathic, compassionate.
- Committed to providing a high-quality service.
- Committed to a team working approach.

Great to have:

- Working knowledge of the benefits system and benefits.
- Previous experience of working in an information and advice services role.
- Previous experience of working in a Contact Centre type environment.
- Previous experience of working in a hybrid role.

Any Other details

- We work in a hybrid style and colleagues come into the office at least 1 or 2 days a week, or more often if individuals desire.

Location

Hybrid working office base Lancaster House, Blackpool or Linhay, Ashburton.

People management

No

Division

Services



ageuk.org.uk

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