

**Carers**  
**First**



**Candidate Pack**  
**Benefits Team Lead**

## Welcome

### **Thank you for your interest in working for Carers First as our next Benefits Team Lead in Lincolnshire.**

This is an exciting time to be joining the charity as we begin delivering our new, ambitious three year strategy and start to look at our goals for the future. Over the last three years we have considerably grown our reach and support for carers, evolved our operations, forged new partnerships and improved our ability to measure the impact of our support, with and for, carers.

We are looking for a Benefits Team Lead.

If you have the passion and drive to make a difference and you have the experience and skills we are looking for, we are keen to meet you - and welcome you to our dedicated and talented team.

Warmest wishes

Alison Taylor  
Chief Executive



## About us

We understand that life as a carer can be challenging. Getting the support and help you need shouldn't be.

Any of our lives could be turned upside down due to the ill-health, frailty or disability of a family member or friend. In fact, two in three of us can expect to become a carer in our lifetime.

There are currently 5.7 million unpaid carers in the UK, however carer charities estimate that number could be as high as 10.6 million. Their huge contribution saves our economy £162 billion each year - the cost of a second NHS. Each carer's needs and situation are unique, but many face similar challenges. They can struggle to balance employment, finances, or their own wellbeing and time for themselves with their caring role. They may not be aware of the help and support available to them - and that is why we are here.

Carers First works directly with, and for carers, providing personalised information and tailored support in the way that suits them: online, on the phone, or face to face in their local community. With the help of our supporters and volunteers, we can continue to be there for carers, helping them find balance, and to live their lives to the fullest - today, and for years to come.



## Our values

We are:

### Positive

We are dedicated to working with carers to make a positive, material difference in their lives. We celebrate diversity and work in an inclusive, positive and supportive way, actively listening and valuing everyone's contribution.

### Collaborative

We recognise the importance and strength of working in collaboration with local and national organisations to deliver improved support to carers. We also know the importance of collaborating with our Carers First colleagues, sharing knowledge and learning, being curious, respecting differences and working with integrity and transparency.

### Ambitious

We are ambitious and tenacious in our determination to support more carers in better ways. We will innovate and develop our programmes of support so more carers are able to obtain the support they need, at the time they need it, to achieve a balance in their lives and enable them to live their lives to the fullest.

## Diversity and Inclusion

We are proud to be a diverse and inclusive workplace.

Carers First is committed to promoting equal opportunities in employment. Employees and any job applicants will receive equal treatment regardless of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation (Protected Characteristics).

Carers First has an absolute commitment to equality and diversity which is about:

- Recognising and valuing difference.
- Recognising and seeking to redress inequality and disadvantage.

Our commitment is firmly founded on our belief that:

- To offer services that are personal, committed and creative we need a diverse staff team who can respond to our carers as individuals.
- To attract, keep and motivate the most talented staff, we need to:
  - Reach out to all sections of the community.
  - Provide a working environment in which everyone feels valued, respected and able to contribute.

Both as a service provider and an employer, we aim to be empowering, supportive and to offer as much flexibility as possible in order to help everyone realise their full potential as carers or employees of Carers First.

The charity recognises that true diversity in service delivery provision and within the staff group also involves a willingness to act, where necessary, at combating the effects of existing barriers to fair and equal treatment.

## **Our strategy 2024-27**

Carers First has introduced our new three year strategy, to spell out exactly how we will help more carers access the vital support and services they need so we can make a real difference to their lives.

Our latest strategy was developed by a range of people from staff, trustees and funders but also colleagues in social care, health, schools and, most importantly, carers themselves.

With their collective views and opinions, we've formed a strategy that will enable us to reach and support even more carers and make a positive, material difference to their lives.

## **Strategic Objectives**

Our new three year strategy will enable us to grow our work to reach and support significantly more carers, deliver innovative programmes of support in coproduction with carers and forge new collaborations to scale our reach, support and impact.

Over the next three years Carers First will:

1. Reach and engage more carers early in their caring role
2. Achieve the highest quality of support possible, so we can maximise the difference made to carers lives
3. Develop new innovative models of collaboration, delivery and programmes with the potential to scale our reach and impact
4. Champion talent and diversity
5. Grow and diversify our income to enable us to achieve more for carers.

Our services will be designed with carers, ensuring the support we offer is inclusive and accessible to all carers in different communities.

By joining Carers First, you will play a vital part in helping us achieve this. You can help us achieve something amazing.

## **Our impact and reach**

Last year, we reached over **376,000 carers** through digital services and face to face activities. We have been able to make a material difference in carers' lives and we can evidence that carers feel more confident, informed and resilient in their caring role.

We are growing, and currently have over **50,000 carers registered** with us.

We are reaching more carers through our digital services, with over 230,000 users on our website last year, as well as a 10% increase in email subscribers and 18% increase in social media followers.



## Join our team

Registered office: Unit 4 Michael Gill Building  
Tolgate Lane, Rochester, Kent, ME2 4TG

Carers First is a charity registered in England  
and Wales, registered number 1085430.

Company limited by guarantee. Registered in  
England and Wales Company number 4144820.

When you join Carers First, you join a vibrant, inclusive, and supportive team who all have a shared interest in supporting unpaid carers to continue living their lives to the fullest, across the country.

In a community dedicated to caring, we believe that our employees and volunteers really do make a difference, therefore, we emphasise the importance of learning and development, as well as actively encouraging them to develop their skills with our fantastic learning and development programme. This means that all of our team become the best that they can be, whilst helping others do the same.

## The role

**Job Title:** Benefits Team Lead (Lincolnshire)  
**Salary range:** £26,000 per annum  
**Contract:** Permanent  
**Hours:** 37 Hours per week  
**Location:** Flexible working with some Lincolnshire travel

## Job Description

**Job title:** Benefits Team Lead

**Reports to:** Central Service Manager

**Purpose of the role:** working collaboratively with the Central Service Manager, the Team Lead will ensure that benefits advisers contribute to the delivery of an innovative and engaging service which meets the needs of Carers across Lincolnshire.

## Job Overview

The Benefits Team Lead will:

- 1. Proactively support the Central Service Manager to develop an innovative and engaging benefits service for carers across Lincolnshire, working in collaboration with other teams across Carers First to create a culture of continuous learning, identifying gaps and developing new functions which contributes to contract delivery.**
- 2. Motivate and inspire a team, empowering them to thrive, through providing visible day to day leadership and management, and creating a positive environment, enabling the team to work together to achieve their goals.**
- 3. Cultivate and maintain relationships with key stakeholders, identifying and developing new partnership opportunities to create better outcomes for carers.**
- 4. Support advisers with complex benefits enquires, appeals and service delivery.**

## Responsibilities and Duties

- 1. Proactively support the Central Service Manager to develop an innovative and engaging benefits service for carers across Lincolnshire, working in collaboration with other teams across Carers First to create a culture of continuous learning, identifying gaps and developing new functions which contributes to contract delivery.**
  - Be a transformational leader, leading by example to support the delivery of the core contract, engaging, and collaborating with carers, the community teams, and local stakeholders.
  - Identify gaps in service provision and create opportunities for developing new innovations, seeking to add value to the core contract.
  - Support a service which is inclusive and recognises the needs of all carers, enabling the team to build a strong knowledge of the cultural and social differences within the localities to ensure an appropriate approach to support is provided.
  - Manage BlueBox and Mosaic benefits data and provide reporting as required by Service Managers, commissioners, and contracts managers.
  - Ability to be the first point of contact for the Carers Wellbeing Hub for benefits related enquiries.
- 2. Motivate and inspire a team, empowering them to thrive, through providing visible day to day leadership and management, and creating a positive environment, enabling the team to work together to achieve their goals.**
  - Create a culture of continuous learning through developing and empowering your team, providing effective management, support, and guidance in accordance with Carer First policies and procedures.
  - Ensure team members are properly recruited and appropriately managed, motivated, developed, in accordance with Carers First policies.
  - Develop a positive and engaging culture for the workforce, role modelling positive behaviours and communication.
  - Ensure quality of delivery through performing regular quality checks on carer records, ensuring accurate recording on the database and that the quality Carers First service offer is reflected and best practice is followed.
  - Ensure safeguarding is everyone's priority, leading the team to ensure adherence with Carers First Safeguarding policy and in accordance with national guidance.
- 3. Cultivate and maintain relationships with key stakeholders, identifying and developing new partnership opportunities to create better outcome for carers.**
  - Support the Central Service Manager in creating a network of partners across the local area, forging and sustaining strong, positive, and productive relationships with key stakeholders and contributing to effective stakeholder engagement plans.
  - Raise the carers profile across the local area developing and maintaining Carers First excellent reputation, representing the charity professionally and with integrity.
  - Demonstrate the impact of the service through monitoring and evaluation, providing regular updates to the Central Service Manager and inputting into monitoring reports.
  - Keep abreast of developments within welfare benefits and health and social care.
  - Work with the Carers First Communications Team to promote activities through all mediums including e-news and social media.
  - Ensure all external communications to carers, partners and stakeholders are in line with the Carers First brand, values, and ethos.



#### **4. Support advisers with complex benefits enquires, appeals and service delivery.**

- Provide more complex advice on welfare and disability benefits to Carers.
- Have an excellent understanding of the current benefits system available to support Carers, ensuring that up to date advice is shared with colleagues across Carers First, sharing best practice and insight.
- Develop a range of mediums and platforms to provide a blended approach to widen access to services by Carers including digital and virtual online.
- Deliver benefits awareness for Carers First staff inductions and keep the teams informed of the latest up to date benefits information.

These are the normal duties that are required for this position. However, it is necessary for all employees to be flexible, and they may be required, from time to time, to perform other duties as may be required for the efficient running of the charity. This Job Description is non-contractual, it will be subject to reviews and may change.

The postholder will take responsibility to integrate safeguarding into all aspects of their work, complying with organisational policies and frameworks.

The postholder will be expected to ensure that their work complies with contractual terms and conditions, the charity's policies and procedures and key legislation, including the General Data Protection Regulation (GDPR) and charity law. Work as part of the Carers First Organisation and from time to time undertake work as directed by line manager.

## Person Specification

### Education

- NVQ level 2 education or equivalent relevant experience.
- Experience of providing benefits advice or equivalent relevant experience

### Skills and Experience

#### Benefits Support

- An excellent knowledge of navigating the welfare benefit system, in a paid or voluntary capacity.
- Evidence of the ability to work positively in partnership with carers to assess their needs, prepare support plans, benefit applications and support with appeals.

#### Leadership and management

- Experience of leading and managing a remote team, with the ability to develop and empower individuals to be their best.
- Ability to forge and sustaining strong, positive, and productive partnerships with partner organisations within health and social care.
- Ability to actively promoting equality, diversity, and inclusion in operational services.
- Evidence of working in co-production and developing innovations to meet the needs of carers.
- Experience and knowledge of working with Safeguarding.

#### Communication and stakeholder engagement

- Experience of working in partnership with other organisations to deliver a range of support to individuals and families.
- Ability to building positive and constructive working relationships with colleagues at all levels across the organisation.
- Excellent interpersonal skills and proven ability to develop effective working relationships with a range of organisations, partners, funders, and users of the services.

#### IT and digital experience

- Highly competent in use of IT (Microsoft Applications Word, Excel, Outlook), mobile telephony and social media platforms.
- Experience of using a database to record interventions and manage workstreams.
- Demonstrable experience of using databases to keep accurate records and analyse the data to provide information and insight reports.

### Personal Qualities

- Ability to demonstrate understanding of and commitment to the goals and values of the charity.
- Demonstrate a level of professional credibility, integrity, and emotional resilience.
- Self-motivated, able to work flexibly, whilst maintaining good work/life balance.

## Rewarding our employees

We provide a reward package for our employees upon joining Carers First.

Our reward package includes:

- 26 days Annual Leave which increases with continuous service + Bank Holidays.
- 1 days Birthday Leave
- Benenden Private Healthcare Membership (following successful probationary period)
- Pension
- Death in Service Benefit
- Employee Assistance Programme
- Carer Passports
- High Street Discount Platform
- Flexible Working Options

## How to apply

To apply for a role with Carers First, please complete in full our online application form via our website: <https://www.carersfirst.org.uk/about-us/working-for-us/>

Appointments are subject to Carers First receiving an appropriate disclosure from the Disclosure and Barring Service that we consider acceptable.

We encourage and welcome applications regardless of gender, ethnicity, religion, disability, sexual orientation or age.

If you would like to discuss this role confidentially, please contact [recruitment@carersfirst.org.uk](mailto:recruitment@carersfirst.org.uk) and we will be happy to organise for one of the Team to contact you.

Please note that if you have not been contacted within one week of the closing date, your application has not been successful.

## Tips on completing your application

- Read the Job Description and Person Specification carefully.
- Be sure to include in your employment history, details of relevant duties to the role you are applying for and any transferable skills you may have.
- Include any other work or volunteering experience you have which you feel is relevant.
- Read the Skills and Experience required for the role in the Person Specification and demonstrate clearly in your application evidence of how you meet each of these.

## Office:

Michael Gill Building, Tolgate Lane, Strood, Kent ME2 4TG

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**[carersfirst.org.uk](https://carersfirst.org.uk)**

**0300 303 1555**