



Thank you for showing interest in working for Age UK Bromley & Greenwich. We are an independent local charity and have been working in the community to help older people for over 50 years.

With nearly 80 staff and over 250 volunteers we provide support to clients across both Boroughs.

We work in partnership with BTSE helping to deliver the Bromley Well project as well as BLG Mind working on Dementia Services and Oxleas providing Care Navigation.

Vision:

To make Bromley and Greenwich places where all can enjoy later life.

Mission:

Age UK Bromley & Greenwich will be the voice of older people in both boroughs. We will work with older people to enable, support and connect. We will promote independence and well-being.

Values:

Equality - We value diversity and strive to give equality of opportunity. We believe that the organisation and society is enriched by its diversity.

Respect - We respect the life histories of our staff, volunteers and clients. We believe in their potential and we will help to realise their ambitions.

Creativity - We encourage innovation in the solutions we adopt.

If you stand for our vision, mission and values and match the criteria in the below job specification we would love to hear from you.

A handwritten signature in black ink, appearing to read "M. Ellison".

Mark Ellison
Chief Executive

Job Title: Information & Advice Generalist Adviser

Hours: 37.5 hours per week

Salary: £27,030

Location: Bromley, with some travel within both borough

Reporting To: Advice Case Supervisor

Job Purpose: To provide Information & Advice to older people. The service is primarily office-based but may also include outreach or home visits; providing support to the Volunteer I&A Advisors, providing office cover as required and supporting the I&A Advice Case Supervisor in keeping our information resources up to date.

Key Responsibilities:

- To provide information and advice to older people, their careers, relatives and friends. This advice may be in person, in writing, by email or telephone. There may also be occasional home visits
- To be responsible for the provision of up-to-date welfare benefit information and undertaking of benefits checks supporting older people with their claims and where necessary challenging DWP decisions and assisting with appeals.
- To have an in-depth knowledge of those issues likely to affect older people, for example but not limited to Lasting Power of Attorney, succession, care provision and housing as well as paying for care
- To respond promptly, proactively and effectively to a wide range of enquiries from the public
- To support access to a wide range of services that are appropriate, paying particular attention to the needs of marginalised groups
- To undertake rights-based casework, for example assisting with a wide range of complaints and making representations where appropriate.

- To be responsible for the recording, collation and monitoring of all relevant information relating to clients accessing our services and the milestones, outcomes and outputs of the service
- To be responsible for inputting client records onto the organisations case management system and running reports
- To arrange and participate in stakeholder and other events throughout the two Borough's
- To work closely with other members of the team and when necessary other partner agencies in respect to correspondence, telephone conversations and enquiries
- In the absence of the I&A Case Supervisor to provide support to the Volunteer I&A Advisors ensuring they are briefed and updated before each of their sessions begins and that if possible there is always someone present to take enquiries, answer the phone etc.
- To provide outreach information & advice at venues across the Borough's as and when required
- To provide high quality information, ensuring that our policies and procedures are fully complied with, and that we meet the standards required by the Age UK Quality Advice Standard and any other external accreditations
- To liaise with and refer clients to appropriate external organisations and services.
- To undertake accurate case recording according to our policies and procedures
- To support the I&A Case Supervisor with the statistics and reports required across both the Boroughs
- To keep up to date with relevant laws, policies and procedures – locally and nationally and participate in training (internal and external)
- To refer and facilitate to the services provided by Age UK Bromley & Greenwich, including relevant 'charged-for' services, to clients and other professionals. This may include attending outreach events
- To uphold and protect the good reputation of the organisation

Person Specification:

Experience	Essential / Desireable
Experience of working in an advice setting providing rights based advice to the public.	E
Experience of providing advice to older people, their families and carers	D
Experience of working to an advice quality mark	E
Experience of working with and supporting volunteers	D
Experience of handling a high volume of telephone calls in a customer-focused environment	E
In depth knowledge of issues relating to older people	E
Excellent administrative skills, well organised with good time management and a methodical approach to work	E
Ability to organise, prioritise and forward plan work and working under own initiative	E
Ability to provide accurate and appropriate advice in an understandable format	E
Ability to work accurately whilst under pressure	E

Person Specification:

Experience	Essential / Desireable
Self-motivated with the ability to work both independently and as part of a team	E
Excellent oral and written communication skills and ability to communicate effectively with a wide range of people	E
Empathy and understanding of older people and the issues that impact their lives	E
Commitment to the principles of Equality & Diversity and it's practical implementation.	E
Reliable with good time keeping	E
Ability to proficiently use Microsoft IT packages and customer relationship databases	E
Excellent IT skills and experience using MS office software, databases, and work processing applications	E
Ability to travel across Bromley and Greenwich boroughs	E
Full UK driving license.	D

Holiday: 27 Days per annum pro rata (2 to be allocated over Christmas) as well as Bank Holidays pro rata

Pension: All eligible employees are automatically enrolled into our scheme with The Pensions Trust, contributions are in line with the government's minimum standards currently 5% employees, 3% employers

Hybrid Working: Consideration will be given to any hybrid working requests although it may not be appropriate for all services. =

Employee Assistance Programme: LifeWorks will provide you with a confidential programme and innovative well-being resource. It is designed to help you with all of life's questions, issues and concerns. Lifeworks offers support with mental, financial, physical and emotional well-being, any time, 24/7, 365 days a year.

This job description is intended as a summary of the main elements of the job described. They may be varied from time to time in consultation with the job holder without changing the general character of the duties or the level of responsibility entailed.

If you have any questions please contact our HR department:
hr@ageukbandg.org.uk
020 8315 1862