

Helpline Officer



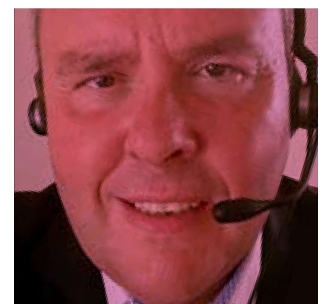
Too many older people have no one to turn to for support. We believe no older person should have to struggle alone. We're Age UK, the UK's leading charity for older people. We provide information, support, friendship and advice when it's needed most. Our services are a lifeline – could you help us reach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

The job, in a nutshell

Working as part of our 24/7 Helpline you will offer information, friendship and support to older people who may be isolated or lonely.

What you'll do for us:

- Act as the first point of contact at our telephone helpline for older people, ensuring that calls are handled in a way that respects the individual and reflects The Silver Line and Age UK values.
- Adhere to safeguarding procedures to keep callers safe from potential abuse or neglect.
- Offer support to colleagues, peers, and volunteers where required, working as a team to answer queries when immediate support from a Team Leader is unavailable.
- Adhere to best practice and The Silver Line Helpline and Age UK policies and procedures.
- Maintain standards with particular emphasis on empathy, patience, understanding, impartiality, and client satisfaction.



“I thoroughly enjoy each and every day on the SilverLine working with a truly dedicated team, and the most rewarding thing about my role is knowing that you've made a difference to someone's life no matter how big or small.”

Ian Shepherd
HELPLINE OFFICER

Our values



Collaborative



Impactful



Ambitious



Inclusive

Helpline Officer



Must have:

- Excellent interpersonal skills.
- Good IT literacy.
- Sensitive and empathetic approach.
- Good communication skills, and ability to adapt communication styles.
- Ability to adapt to a variety of situations that present within calls.
- Knowledge and understanding of the impact loneliness and isolation has on older people and their wellbeing.
- Experience of working as part of a team.
- Calm under pressure.

Great to have:

- Experience of signposting in a helpline environment.
- Knowledge of the needs of older people.
- Flexible to adapt to meet service demands.
- Proficient in data entry and a working knowledge of MS Office applications.
- Experience of working and providing support to older people and / or previous experience of providing telephone support within a helpline environment.
- Experience of communicating effectively with vulnerable older people.
- Knowledge of safeguarding.

Any other details

- Candidates must be able and willing to travel to our Blackpool office on a weekly basis, as required.
- Example rota's will be provided during the recruitment process. We reserve the right to cancel interviews if shift patterns are not feasible.

Location

Hybrid - mix of working from our Blackpool office and home.

People management

No

Division

Services



[ageuk.org.uk](https://www.ageuk.org.uk)

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