

Job Description and Person Specification

Job Title:	Information and Advice Manager
Hours of work:	35 hours per week – normal working hours: 9.30 am to 4:30 pm, although flexibility is required to ensure the objectives of the role are met.
Reporting to:	Director of Operations
Responsible for:	Staff and Volunteers working within Information & Advice services
Annual Leave:	25 days per annum
Location:	Greenford Community Centre, Greenford. London and The LIDO Centre, 63 Mattock Lane West Ealing W13 9LA

A job description is a written statement reflecting the main requirements and essential characteristics of the job. It is not intended to be an exhaustive list of the duties a post holder might be called upon to perform.

Job Context

Age UK Ealing's mission is to promote the wellbeing of all older people in Ealing and empower them to achieve full quality of life. We provide a range of support services for older people in the London Borough of Ealing including **Information and Advice Service, Day Centre, Befriending, Digital Inclusion and Community Gardening Services**. We also run Greenford Community Centre, where our office and services are based alongside a range of other community activities.

Purpose of the role

Reporting to the Director of Operations, the Information and Advice Manager will be responsible for operational management and providing high quality information & advice services; and will ensure that the delivery of services meets the required quality standards and targets with emphasis on staff management, efficiency, outcomes, continuous improvement on customer services.

The post holder will be responsible for:

- To assist the Director of Operations in the development and implementation of the strategic plan, policies, and procedures
- To lead and manage the development of information & advice within the charity's resources

- To coordinate and maintain the relevant information and advice quality standards such as Quality Advice Standard (QAS) and Age UK I & A Quality Programme (IAQP)
- To work with the Director of Operations and other managers on several cross-organisational issues such as human resources, finance, health & safety, risk management, digital inclusion programs etc.
- As a member of the management team, to contribute to the development of new services in meeting the needs of older people in the Borough
- To represent Age UK Ealing at service development, planning and steering group meetings
- To ensure that the work reflects the values of Age UK Ealing and contributes towards the vision and mission
- To be an engaged and active member of the management team, contributing regularly and working collaboratively with peers
- To develop a proactive result-driven culture within the team, ensuring agreed objectives and targets are delivered, whilst promoting a collaborative approach to working with internal departments
- To develop succession plans and identify training and development opportunities within the team
- To be accountable for the quality of outputs of the team
- To ensure the whole organisation is aware of and understands the work of I & A Team and its contribution to our strategic objectives
- To maintain expert and up-to-date knowledge on sector policies and regulations relating to advice, retention, and client success, providing relevant guidance to staff as required
- To develop and promote a culture of continuous improvement across the team to ensure we can adapt to changing clients' needs and priorities, as well as building on successes and preparing for the future.

Main Duties and responsibilities:

1. Strategic

- To support the Director of Operations in delivering the strategic plan, objectives and performance targets including income generation, new service development, the expansion of existing services, and fundraising

2. Service Delivery and Development

- To ensure efficient information & advice service delivery

- To develop service specifications, ensuring that they meet the aims and objectives set out in the charity's strategic plan and that all services are effectively monitored and evaluated in accordance with funding and organisational requirements
- To identify gaps in service provision and prepare improvement plans including recommendations for new grant applications if required.

3. Health & Safety, Regulatory and Statutory Compliance

- To work with staff and other managers on an on-going basis to maintain GDPR compliance.
- To implement GDPR recommendations across all services
- To effectively implement health and safety and risk assessment policies and procedures

4. Staff Management

- To manage staff in accordance with the values and policies of Age UK Ealing. This includes recruiting appropriately skilled and motivated staff, regular reliable meetings, setting targets, monitoring performance, supporting staff so that they maximise their potential, and encouraging staff personal development. An element of personal staff coaching hands-on training and guidance may be required.

5. Volunteer Management, Support and Training

- To work with the Volunteering Manager to recruit suitable volunteers to the service
- To provide volunteer support sessions, offering ongoing training and support ensuring that volunteers have an excellent volunteering experience at Age UK Ealing

6. Finance

- To be involved and contribute to the annual budget setting process and managing day-to-day expenditures and cost implications in decision making including petty cash, expense claims, staff absences, etc.

7. Performance Standards

- This includes implementing and monitoring all relevant performance against quality standards e.g. QAS, IAQP, grant and contractual obligations, Age UK Ealing strategic plan and ensuring all targets and key performance indicators are met

8. Risk Management

- This will include being alert to and minimising, financial risks, health and safety risks, risks to the reputation of the charity, fraud, and the threat of new competition. In addition, report changes in circumstances affecting insurance cover, or insurable risks to the CEO

9. Reporting

- To carry out background research and presenting findings on various subjects as directed
- To liaise with managers, staff, and volunteers to convey/gather data
- To prepare a wide variety of complex and confidential data in written and electronic format

- To compile data from a wide variety of sources for Key Performance Indicators (KPIs), programmes and grant reporting including outputs, outcomes, and impact
- To ensure that relevant databases used for I & A services are kept up to date and is utilised to their full reporting potential including Charity Log, Advice Pro, spreadsheet software etc.

10. Quality

- To take a proactive approach to monitoring and evaluation to ensure quality and continuing development, including audit and examine the records maintained by the Information and Advice workers, ensuring that records demonstrate holistic interventions and capture positive outcomes
- To ensure that all information and advice provision, case management, independent file review and case recording undertaken by you are in line with the requirements of the Age UK I&A Quality Programme, models best practice, and is clear and accurate
- To undertake quality assurance checks on cases completed by staff and volunteer Advisors and support with the delivery of quality-assured advice across the I & A Department
- To review quality assurance checks undertaken on cases and complete any corrective action required within the timescales specified
- To support management by taking a proactive approach to ensuring the charity maintains the standards set out within Age UK's Quality Programme for Information & Advice

11. Communication

- This includes proactive partnership working with external agencies, developing appropriate links, attending relevant meetings, training and conferences, and representing the Age UK Ealing at local, regional, and national events; providing and collating information for inclusion in reports to the CEO and Board as required

12. General Duties

- To manage own workload and utilise the internal expertise of colleagues and were authorised by the CEO, the expertise of external professionals
- To build effective and productive relationships internally and externally
- To develop and maintain local knowledge and contacts in relation to needs and services and keep up to date with developments locally and nationally
- To carry out any other duties as may be reasonably requested by the line manager or a delegated representative.

Person Specification

Essential

- A minimum of 4 years' experience of information and advice work and 3 years' staff management experience in a relevant social care, health, voluntary sector, or advice setting
- Educated to a degree level or equivalent experience
- Ability to lead the development of advice and information services to ensure that they meet the requirements laid down by funders and relevant regulations
- Experience of developing service specifications, monitoring, and evaluating services and reporting to funders
- Knowledge of financial and budgetary management
- Experienced in preparing and reporting statistical information
- Good communication and influencing skills
- Working knowledge of safeguarding issues, health & safety, equality & diversity policies, GDPR regulations and compliance
- Ability to develop and maintain effective partnerships internally and externally
- Knowledge of the needs of vulnerable and frail older people and their careers and services available to them
- Ability and experience in involving users in providing appropriate services for older people
- Ability to lead and manage staff effectively
- Ability to support volunteers' involvement and development
- Ability to undertake project work and research including coordinating project/business events
- Good admin and IT skills, experienced in the application/use of various software packages
- Ability to work flexibly within and outside normal working hours to meet the demands of the job including occasional evenings and/or weekends

Desirable

- A working knowledge of grant funding applications from statutory bodies or trusts
- To manage own workload
- Able to undertake training that is necessary for the development of this post.

These details reflect the content of the post on the date prepared. The post holder will be expected to adopt a flexible attitude to the duties which may have to be varied, after discussion with the post holder, subject to the needs of the organisation and in keeping with the general profile of the post. Consequently, this job description may be revised from time to time. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

Updated April 2024