

JOB DESCRIPTION

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| Job Title | Advice and Support Manager (Evaluation and Impact lead) |
| Department | Services |
| Reporting to | Head of Services |
| Line Manages | Senior Advisers and Advisers |
| DBS check requirement | Basic |
| Location | Avonmore Road, London W14 8RR (with hybrid working) or Homebased (with regular travel to London) |

JOB PURPOSE

Working alongside two other Advice and Support Managers, the postholder will be jointly responsible for the day-to-day delivery of Independent Age's Advice and Support Service. Each Advice and Support Manager also leads on one aspect of the service: Operations, Quality or Evaluation.

The Advice and Support service operates alongside independent Age's Helpline, providing live transfer of calls as a duty service, as well as an appointments and casework service. The service is delivered by telephone, email and webchat and targeted at older people in or facing financial hardship in England, Scotland and Wales. We give information, advice and support relating to Welfare Benefits, Social Care, Housing and connections into the community as well as other issues.

KEY RESPONSIBILITIES

- Jointly responsible with two other Advice and Support Managers for the leadership and delivery of all elements of our Advice and Support Service, ensuring the service works seamlessly with the Helpline to deliver an excellent customer experience.
- Day-to-day operational management of the Advice and Support Service, in collaboration with the other Advice and Support Managers, ensuring the team are supported while they answer incoming enquiries and carry out casework.
- Manage a team of senior, generalist, and specialist Advisers, to set the ethos and tone for the service, cultivating a positive and empowering team culture, whilst motivating, coaching, and enabling staff to perform at their best.
- Change management leading the team to deliver in new ways and work to stretching targets.
- Work closely with the Information and Advice Development Manager to support delivery of an external programme of training and 2nd tier advice/consultancy.
- Work as part of the Services leadership team to support strategy development and implementation, including regular travel to London (at least 1-2 times/month) to attend meetings and other events.
- Support Advisers with their professional development, consulting on complex issues, enabling them to find solutions themselves and to develop their expertise and experience.

- Ensure the service is compliant with the Advice Quality Standard.
- Engage with older people to ensure they are involved in the design, monitoring and evaluation of the Advice and Support Service.
- Build relationships with key referral partners and partner agencies to ensure regular, appropriate referrals.
- Write and implement plans for the service, ensuring service objectives are met and reported on as required.
- Support the development of successful funding bids and ensure the delivery of agreed projects to meet targets.
- Ensure that the advice team perform within Independent Age safeguarding procedures, helping to identify and resolve safeguarding issues. Support wider Independent Age staff with safeguarding issues as required.
- Proactively act on complaints and feedback from customers to improve the service.
- Maintain knowledge of legislative and regulatory frameworks, national and local practice and how it interacts with a range of issues affecting older people.

Safeguarding

- Maintain knowledge around safeguarding and attend all relevant training.
- Provide guidance to advisers around safeguarding and welfare concerns, in line with our safeguarding policy and procedure.
- Identify and act upon any safeguarding concerns in line with the safeguarding policy and procedure.
- Record safeguarding concerns and actions taken on Salesforce immediately after the call, escalating any concerns in line with our safeguarding policy and procedure.

In addition to the above, each Advice and Support Manager will lead on one aspect of the service (they may be required to change the area that they lead).

Operations lead

- Lead on service operations, ensuring the service is adequately staffed, creating rotas to cover the duty advice service and appointments.
- Ensure there is adequate management and supervision cover available to support advisers while on duty.
- Ensure a balanced and appropriate distribution of work amongst advisers.
- Monitor the number and type of calls being transferred from the Helpline and booked appointments, liaising with the Helpline to agree protocols and processes to ensure consistency.
- Monitor and report on waiting and response times for the duty and appointments service.
- Identify and implement continuous improvement measures to enhance efficiency and effectiveness.

Quality lead

- Lead on quality assurance for the service, ensuring the service is compliant with AQS standards.
- Ensure file reviews and supervision systems are in place and operating to support the delivery of the service and development of advisers.
- Ensure advisers are adequately trained and confident in their role, and that reflective practice and self-assessment is built into day-to-day work.

- Lead on the management and allocation of information checks, ensuring these are completed on time and to the required standard.
- Responsible for memberships and subscriptions (Information systems, reference materials, professional networks etc), working with the Information and Systems Officer to ensure staff have adequate resources to provide the service.
- Ensure the Quality Manual and Adviser Handbook are reviewed and updated annually.
- Ensure service-related policies and procedures are reviewed and updated in accordance with the policy update schedule.

Evaluation and Impact lead

- Ensure the service routinely collects and shares evidence of the issues people bring to the service including case studies, stories, statistics, and anecdotal evidence.
- Ensure the service delivers measurable outcomes for people and meets agreed targets including KPI's and outcome measures.
- Create and manage a suite of Salesforce reports that can be used by staff across Independent Age relating to service delivery.
- Track and monitor delivery against targets, producing reports and statistics as required.
- Work closely with the CRM team to continuously improve the Salesforce CRM.
- Lead on liaison with the Media, Policy and Influencing, Income Generation and Marketing teams.

MANAGEMENT RESPONSIBILITIES

- Champion Equity, Diversity and Inclusion in all that we do.
- Demonstrate empowering and inspirational leadership and effective performance management of line reports, with agreed objectives and development plans in place, to enable them to excel.
- Effectively manage budgetary or financial responsibility and support the embedding of a culture of financial awareness and scrutiny.
- Maintain compliance and adherence with all processes to ensure good governance.

GENERAL RESPONSIBILITIES

- Embrace diversity and share in our commitment to equality of opportunity and to eliminating discrimination
- Model and embed Independent Age's values and behaviours.
- Share in our commitment to promoting welfare and safeguarding adults at risk of harm and any children or young people connected with them that we may come into contact with through our work.
- Ensure that information is obtained, used and stored in accordance with our Data Protection and Confidentiality policy.
- Undertake any other duties commensurate with the level of the role.

How We Work

At Independent Age, we live by our values and EDI principles.

Our Values are that we are:

Purpose-driven - the experience, needs and views of older people are central to everything we do

Compassionate - we listen, care and take action

Expert - our work is evidence-based and solution-focused

Collaborative - we work in partnership to maximise our impact

Accountable - we work with integrity and transparency

Inclusive - we value diversity and always treat everyone fairly with dignity and respect

To put our EDI Principles into practice, we will:

- proactively challenge ageism and other forms of discrimination throughout our work
- celebrate and champion diversity within and outside our charity and create a culture where everyone knows that they belong
- develop our leaders so they can act as role models and champions and our staff so they can embrace these principles and apply them in their work
- deliver equity of opportunity for our staff, volunteers and the people who use our services whether they have a protected characteristic or not
- ensure our strategy, policies and actions are integral to our annual planning processes to ensure that we deliver our goals and that our values are central to their delivery
- commit to setting target indicators for diversity and regularly review progress
- collect data to enable us to track our progress
- be publicly accountable and transparent about our progress
- use our influence to proactively champion the principles of EDI internally and with external partners
- continuously improve, adopt best practice and learn from and share with others

PERSON SPECIFICATION

- Experience of leadership, leading staff and/or volunteers to deliver services in an advice or other relevant not for profit environment.
- Experience of managing a high-volume telephone-based information or advice service
- Strong people management skills with the ability to inspire and motivate a team, manage performance, and enable everyone to develop and perform at their best.
- Strong collaboration and team working skills, with demonstrable ability to work and deliver as part of a leadership team with shared responsibilities.
- Demonstrable ability to manage change, supporting staff to embrace new ways of working.
- In depth knowledge of legislative and regulatory frameworks, national and local practice and how it interacts with a range of issues affecting older people, for example welfare benefits, social care, hospital discharge, paying for care, housing options, end of life, bereavement, access to health services, and loneliness.
- Experience of managing an advice service quality assurance framework, reviewing advice records, case files and other quality checks in accordance with best practice and organisational requirements and of ensuring that actions are taken as a result.
- Strong relationship building and management skills with the ability to form productive relationships with key internal and external partners.
- Experience of and ability to respond appropriately to safeguarding and welfare concerns.
- Strong customer service experience, ability to resolve problems and deal with complaints and queries in a proactive manner.
- Ability to prioritise and balance many concurrent tasks and organise work effectively to meet deadlines.
- Excellent verbal and written communication skills including the ability to translate complex issues into clear and understandable advice.
- Excellent attention to detail with the ability to accurately proofread and edit written material.
- A demonstrable passion for, and affinity with, our cause.