

Let's change how we age

Services

Benefits Adviser

The job, in a nutshell

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?

This role will provide information and advice relating to benefits, conduct Benefits Entitlement Checks, complete benefit applications, and support older people with claims in order to maximise income. This service will be delivered via telephone and/or email.

www.ageuk.org.uk

Age UK, 7th Floor, One America Square, 17 Crosswall, London EC3N 2LB.
Registered charity number 1128267. Company number 6825798.

Our values

Collaborative
Ambitious
Impactful
Inclusive

Benefits Adviser

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What you'll do for us:

• Provide a professional, accurate and timely information and advice service relating to benefits enquiries.
• Provide Benefit Entitlement Checks effectively and efficiently.
• Accurately capture and record information in line with agreed processes and our regulatory and quality standards.
• Complete a range of welfare benefit applications.
• Refer and or signpost appropriately if other support needs are identified.
• Identify and report any Safeguarding concerns in accordance with Age UK Policy and process.
• Identify opportunities for service development.
• Work in collaboration with colleagues across the Advice Line to enhance the services provided.

Location
Hybrid/Blackpool or Hybrid/Ashburton

People management
No

Division
Services

We're an **Age-friendly Employer**

disability confident

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Must haves

The letters after each competency indicates at what stage in the selection process this area will be assessed.
Application = A, Interview = I, Test = T, Presentation = P

Experience

- Experience of computer-based systems and keyboard skills. **A, I, T**
- Experience of working to set timescales. **A, I**

Skills and knowledge

- Accurate data entry skills. **A, T**
- Excellent communication skills with an ability to communicate with a wide range of people in a professional and approachable manner. **I**
- Good numeracy and literacy skills. **A, T**
- Ability to handle confidential, sensitive information and personal details professionally and in line with current legislation. **I**
- Confident, professional telephone manner. **I**
- Ability to handle and present clearly and concisely, large amounts of complex benefits information. **A, I**

Personal attributes

- Commitment to customer care and equal opportunities. **A, I**

Great to haves

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Experience

- Previous experience of working in an information and advice services role. **A, I**

Skills and knowledge

- Working knowledge of the benefits system and benefits. **A, I**

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Any other details

This role description is not intended to be exhaustive in every respect, but rather to clearly define the fundamental purpose, responsibilities and dimensions for the role.

In addition to the contents of this role description, employees are expected to undertake any and all other reasonable and related tasks allocated by line management.

Age UK acknowledges that some groups are less likely to apply for roles and we welcome applications from anyone who feels they have the skills, time and energy to commit to us.

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