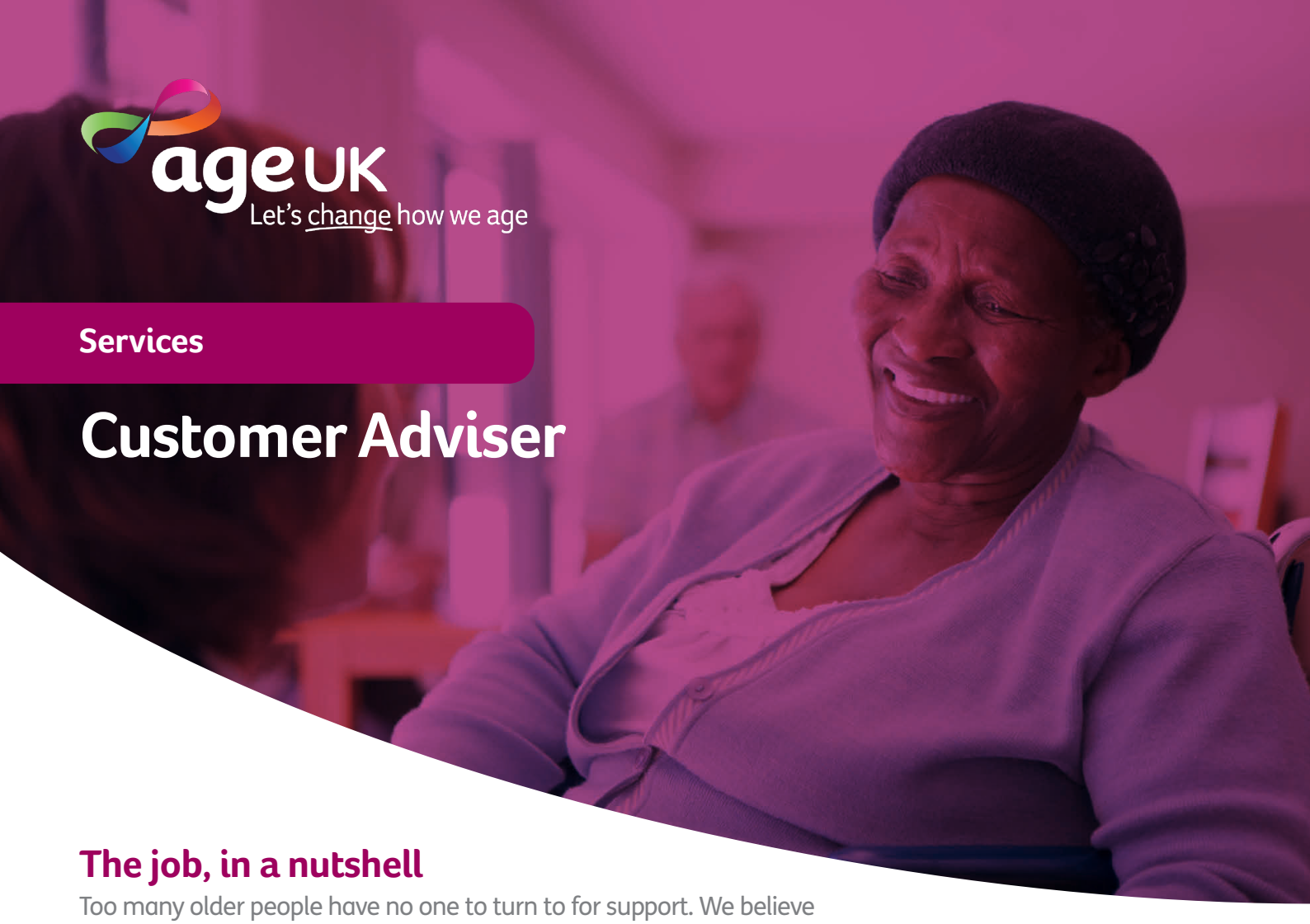


Let's change how we age

Services

Customer 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?

Responsible for providing an exemplary 'First Port of Call' service in a multichannel inbound and outbound Contact Centre environment. Working on our Advice Line you will be delivering a range of services to the charity's beneficiaries including Information and Signposting, Customer Service, Triaging calls to other Age UK services and Switchboard.

This is predominantly a telephone-based role. Many of the people we support are vulnerable, and calls can sometimes involve sensitive or safeguarding concerns, so the role requires empathy, good judgement, and confidence in handling difficult conversations.

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

Customer Adviser

Services

What you'll do for us:

• Provide a friendly and professional service, supporting a customer's positive experience across Age UK's national and local services and partners.
• Assess and triage customer's enquiries and identify the most appropriate services and options for their situation(s).
• Manage interactions, accurately capture and record information in line with agreed processes and in line with our regulatory and quality standards.
• Respond to interactions across different channels, predominantly by telephone, with occasional interactions by e-mail, post, and webchat.
• Provide accurate and impartial information and advice in response to non-complex enquiries.
• Take part in recurring and ad-hoc campaigns, activities, or initiatives, completing and providing specific Information & Advice interventions – e.g. benefit entitlement checks.
• Manage 'out of hours' workload in line with agreed guidance and escalating to other 'Out of hours' teams as appropriate.
• Recognise, assess, and escalate safeguarding incidents to Team Leaders or Advice Line Managers.
• Recognise and assess complaints, resolve simple concerns, and escalate more complex issues to the relevant individual, team or Advice Line Manager.
• Attend training and maintain up-to-date knowledge and understanding of Age UK's Information & Advice literature, products and services, signposts, policies, and processes.
• Support trainees and visitors to the Advice Line as required.
• Undertake any other Advice Line related work as designated by an Advice Line Manager.

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

Skills and knowledge

- Ability to communicate with a wide range of people in a professional manner. **I**
- Ability to deal with difficult and distressed callers calmly and politely. **I**
- Ability to handle confidential, sensitive information and personal details professionally and in line with current legislation. **I**
- Commitment to customer care and equal opportunities. **A, I**
- Good numeracy and literacy skills. **A, T**
- Accurate data entry skills. **A, T**
- Excellent communication skills including a confident telephone manner. **I**

Personal attributes

- Personal resilience in dealing with difficult and distressed callers whilst managing own wellbeing. **A, I**
- Flexible approach to hours of work. **I**

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Great to 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 working in a contact centre or call centre environment. **A, I**

• Experience of providing information and signposting on a broad range of subjects. **A, I**

Skills and knowledge

• Knowledge of issues which affect older people. **A, I**

Any other details

The Advice Line is open from 8am to 7pm, 365 days of the year and you will be required to work a variety of shifts including some weekends and bank holidays.

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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