

Services

Helpline Team Leader

The job, in a nutshell

You'll oversee the day-to-day running of our national Silver Line Helpline service, which operates 24 hours a day, providing older people with friendly conversation and support. You'll ensure our staff and volunteers deliver an excellent service to older people across the UK and be the first point of contact when the team needs help or advice. You'll support the team on live calls, managing any issues that arise during shifts, including safeguarding concerns.

Working flexibly alongside other Team Leaders, you'll train and manage a team of Loneliness & Support Officers, supporting their development and addressing performance or absence issues. You'll report to one of three Silver Line Managers who oversee the service. Although The Silver Line is a friendship service, many calls are highly challenging, involving older people experiencing severe loneliness, isolation, and complex mental health issues, including suicidal ideation. You'll need strong emotional intelligence, resilience, and empathy, and be skilled in supporting staff and volunteers to manage difficult calls safely, remain within the service remit, and prioritise their own wellbeing.

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

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What you'll do for us:

- Independently manage and lead shifts flexibly to meet the needs of the service– confidently dealing with any urgent or emergency issues relating to callers, volunteers, staff or systems, overseeing and arranging breaks, debriefs, and shift handovers, logging any IT issues and dealing with any complex or challenging enquiries about the service, in line with service policies and procedures.
- Line manage a team of Loneliness & Support Officers, carrying out regular 121s, call quality sessions, recognising opportunities for development, including working closely with Silver Line Managers to conduct stages of disciplinary and capability procedures as required.
- Adhere to Age UK and The Silver Line's safeguarding procedures, ensuring all calls are managed safely. On every single call you'll need to be able to independently ask appropriate questions, accurately assess risk, and identify any potential safeguarding issues or other risks. You'll need to make decisions and respond appropriately to keep callers safe, responding to any emergency or urgent issues quickly, and giving staff and volunteers live support while on calls. You will directly seek the right support for callers – including through contacting emergency support or other third parties directly.
- Work closely with the management team to identify any trends or risks in safeguarding.
- Provide support to distressed callers, including those experiencing suicidal ideation, in a calm and empathetic manner, using appropriate call handling techniques.
- Competently use a wide range of IT systems, including a CRM system (Salesforce), Twilio Flex, and all Microsoft Applications. Simultaneously provide live support to staff and volunteers while using these systems, actively listening to calls, directing the team and conversing with callers directly as needed. You'll ensure this has no impact on the quality of the call, your ability to focus on the call, or the needs of the caller, staff

Location

Hybrid/Blackpool

People management

Yes

Division

Services

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member or volunteer.

- Communicate continually throughout calls and shifts with colleagues through Microsoft Teams, using it to cascade essential updates throughout shifts, to provide support to staff and volunteers, and to share peer to peer support and expertise.
- Identify and support frequent and complex callers to the service, offering appropriate support and putting bans in place as and when needed.
- Train new and existing staff and volunteers and support the recruitment of new staff.
- Be an expert in all service policies and procedures, contributing to the development and updating of documents and ensuring staff and volunteers work to a high standard.
- Work closely with The Silver Line managers to ensure all updates are cascaded and clearly communicated to the team and that managers are kept up to date with any emerging issues, opportunities or concerns.
- Contribute towards the achievement and monitoring of wider service performance and KPIs.
- Work closely with Helpline managers and the Helpline Volunteer Manager to ensure staff and volunteer resource is used effectively.
- Create accurate records of staff, volunteer and caller issues, using multiple systems as appropriate.
- Create and support a positive team environment, focusing on engagement, collaboration and recognition – offering compassionate and purposeful support to staff and volunteers
- Act as a role model for the team, reflecting the service and Age UK's values.
- Build and maintain good working relationships with other Team Leaders and managers in the service and across Age UK.

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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 managing or supporting a front-line customer facing service with the ability to work flexibly as part of a team and build and maintain positive and professional working relationships. **A,I**
- Experience in delivering training and coaching, including training and supporting staff on digital databases and systems. **A,I**
- Experience of managing and supporting a team, including supporting delivery of KPIs. **A, I**

Skills and knowledge

- Expert knowledge of safeguarding issues with the ability to assess and manage risk independently. **A,T**
- Excellent IT skills including data entry, Microsoft Office and CRM systems. **A,T**
- Excellent interpersonal, written and customer service and communication skills, with the ability to actively listen and adapt communication style, responding in a non-judgemental, empathetic and respectful manner in all situations. **A,I,T**
- Ability to lead and maintain high levels of morale during challenging shifts whilst effectively managing a busy and varied workload. **I**
- Ability to adhere to policies and procedures at all times, with a commitment to promoting equality and diversity. **A,I**

Personal attributes

- Having a passion for supporting older people, staff and volunteers, with an understanding the issues facing older people, particularly in relation to loneliness, isolation and mental health. **A,I,T**
- High levels of personal resilience and the ability to stay calm and

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empathetic during challenging situations, with the ability to effectively manage complaints and challenging calls. I,T

Great to have

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Experience

- Experience in working in services to support older people. A
- Experience in working in with volunteers. A
- Experience working with colleagues remotely. A, I
- Experience working within services that operate outside of normal working hours. A

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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