

Information and Advice Adviser (Level 2 Information & Advice Line)



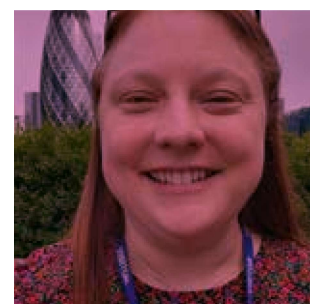
Too many older people have no one to turn to for support. We believe no older person should have to struggle alone. We're Age UK, the UK's leading charity for older people. We provide information, support, friendship and advice when it's needed most. Our services are a lifeline – could you help us reach even more people who need us?

The job, in a nutshell

To provide in-depth, empathetic advice and information to Age UK customers across England, mostly over the phone, but also some email and letters.

What you'll do for us

- Provide high quality, accurate, impartial, timely and relevant information and advice to all enquirers
- Ensure all customers receive a high level of professional, empathic, customer service
- Provide accurate signposts and referrals to other organisations and Age UK partners
- Take part in initial and on-going training and team meetings as required.
- Maintain confidentiality and security of information and premises in accordance with the agreed policies & procedures
- Assist customers with a Benefits Eligibility Check and to complete telephone applications for Attendance Allowance
- Any other relevant work as agreed with the Level 2 Team Manager.



“I really enjoy working for Age UK’s I&A line. The training is so comprehensive I feel confident in giving the members of the public we speak to the right advice, and signposts, to make a huge difference in their lives. I always feel supported in the role and it’s a wonderful place to work. Every day you can feel the positive impact you make to those who call us.”

Emma
LEVEL 2 ADVISER

Our values



Collaborative



Impactful



Ambitious



Inclusive

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Must have:

- Excellent active listening
- Excellent oral and written communication skills
- Proficient in the use of IT e.g., Microsoft Office applications including Word, Excel, Teams, and SharePoint
- Previous experience of using multiple IT systems including CRM and other applications at the same time
- Ability to handle and present clearly and concisely large amounts of subject knowledge, often of a complex nature, both orally and in writing
- Accurate and attentive to detail
- Calm, empathic, compassionate
- Committed to providing a high quality service
- Committed to a team working approach.

Great to have:

- Experience of providing information and advice on the telephone or face to face
- Experience of working with older peoples issues
- Experience of working with social care/benefits
- An academic qualification at degree level.

Any other information:

- Role is Hybrid, one day a week in the office once fully trained, during initial 3 month training we ask them to attend 2 days per week.

Location

Hybrid / Ashburton or Blackpool

People management

No

Division

Services



ageuk.org.uk

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