

Services

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

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

Information and Advice Adviser

What you'll do for us:

- Provide high quality, accurate, impartial, timely and relevant information and advice to all enquirers.
- Manage interactions, accurately capture and record information in line with agreed processes and in line with our regulatory and quality standards.
- Ensure all customers receive a high level of professional, empathetic, 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.
- Adhere to best practice and the Advice Line policies and procedures, with a specific focus on confidentiality and data protection practice and safeguarding policies.
- Any other relevant work as agreed with the Advice Line Managers.

Location

Hybrid/Blackpool or Ashburton

People management

No

Division

Services

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**Age-friendly
Employer**



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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 using computer-based systems, including the ability to work confidently across multiple applications, strong keyboard skills, and experience working with dual screens. **A, I, T**
- Experience of working to set timescales. **A, I**

Skills and knowledge

- Accurate and having attention to detail. **A, I, T**
- Excellent communication skills with the ability to communicate with a wide range of people in a professional and approachable manner. **I**
- Excellent literacy and numeracy skills. **A, T**
- Ability to handle confidential, sensitive information and personal details professionally and in line with current legislation. **A, I**
- Confident, professional telephone manner. **A, I**
- Ability to handle and present clearly and concisely, large amounts of subject knowledge, often of a complex nature. **A, I**

Personal attributes

- Ability to deal with difficult and distressed callers calmly and empathetically. **I**
- Commitment to providing a high-quality customer service and equal opportunities. **A, I**

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Great to have

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Experience

- An understanding of the issues affecting older people. **A, I**
- Experience of providing in-depth information and advice on the telephone or face to face. **A, I**

Any other details

- You will receive training to deliver advice on subject areas including social care, care funding, health services, housing and benefits.
- We work in a hybrid style with occasional office attendance, although individuals may work in the office more regularly if preferred.

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