

Service Quality Adviser



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

Age UK and its network of local and national partners across the UK deliver a wide range of services to millions of older people every year. We want to make sure that those services are of a high quality and of real value to the people who receive them. A key component of this is the Network Quality & Compliance Team which oversees Age UK's Quality Assurance Framework of quality standards, assessments and processes for dealing with non-compliance.

In your role as a Service Quality Adviser in the Network Quality & Compliance Team you will support Age UK and its network of local and national partners to provide consistent, high-quality services to the public. The Service Quality Adviser sub-team is responsible for ensuring that training and guidance is available on how to run high quality services and supports individual network members with quality challenges and non-compliance.



“The job we do is invaluable given the risks and challenges involved in service delivery. Our combined efforts and the results we achieve, together or as individuals, make a real difference.”

Mark Norris
SERVICE QUALITY
ADVISER

Our values

WE ARE BOLD

In doing what's right for older people - We are unafraid in standing up for older people and in seeking support for our work with them.

WE ACT TOGETHER

With and for older people - We act as one team, collaborating to get things done.

WE ARE FOCUSED

On what makes most impact for older people - We never forget that older people are at the heart of everything we do.

Service Quality Adviser



What you'll do for us

- Source, create and deliver service quality guidance and training to support the delivery of high quality services by the Age UK network.
- Provide bespoke one-to-one support and action planning to individual network partners to ensure they meet agreed quality standards.
- Ensure the Age UK network is aware of the range of support, training and resources available and access these appropriately to support local delivery.
- Identify resource, training and support gaps and contribute to the development of new training and resources as required.
- Work with colleagues across Age UK to:
- Deliver individual service quality projects as required.
- Produce a rolling training programme for the Age UK network: commission internal and external trainers and contractors and work with colleagues to coordinate the delivery of this training.
- Support the facilitation of I&A network meetings three times a year in nine English regions.
- Develop and commission good practice materials for the development of quality services.
- Support our network partners in periods of change or challenge.
- Represent Age UK externally as required.
- Support the work of colleagues across the Network Quality & Compliance Team and the wider Age UK Group to deliver other strategic objectives.
- Perform any other tasks appropriate to the grade of the post.

Must haves:

- Experience of the provision of a range of services (including information and advice) to quality standards (including legal and regulatory) in a not-for-profit organisation or other relevant context.
- Experience of managing or supervising the delivery of services (including information and advice).
- Excellent oral and written communication skills including the ability to communicate with staff in different locations and write reports and training materials.

Location

Home Based

People management

No

Division

Services and
Partnership Affairs



ageuk.org.uk

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

- Wide range of influencing skills including the ability to build and maintain relationships with internal and external partners in order to meet objectives.
- Strong project management skills including the ability to work flexibly and autonomously, managing individual projects to meet organisational objectives and achieve deadlines.
- Proven ability to work as part of a flexible team including remote staff.
- Good IT skills including an ability to use Microsoft Office (including Excel) effectively in preparing reports, presentations and in managing email communication. Experience of using CRM databases and other data management systems to manage client information is desirable. Experience of using online training and communication resources such as Teams or Zoom.

Great to have:

- Experience of community development, working with volunteers and/or supporting small local voluntary organisations.
- Experience of delivering services to contracts and / or consortium working.
- Knowledge of public policy and practice issues in the delivery of services to older people.
- Proven ability to evaluate services and projects, interpret data and report on findings.
- Creativity and innovation including the ability to identify solutions and resolve complex issues.

Any other details:

- You will be required to travel throughout the UK.
- You will be required to attend meetings in London, possibly as frequently as one a month.
- A commitment to equality and diversity, social justice and giving people a voice.

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