



JOB DESCRIPTION

Job Title:	1.	Technical Advice Team Manager (Mat Cover)
Department:	2.	Information & Advice
Salary Band:	3.	Circa £38,000
Reporting to:	4.	Head of Information & Advice
Direct Reports:	5.	3x Technical Adviser
Location:	6.	London Office: 18 Avonmore Road, London, W14 8RR

About us

Independent Age is a charity founded over 150 years ago to provide older people and their families with clear, free and impartial advice on the issues which matter to them. In 2015 we began an ambitious 5 year programme to greatly increase the impact of Independent Age by significantly expanding our services and campaigning activities. By 2020 we aim to:

1. Have increased our support for the most vulnerable and in need by tenfold
2. Distribute our resources to over one million people annually
3. Respond to over 100,000 enquires each year
4. Double the number of regular visits and calls to lonely older people
5. Increase our influence on government

Our values



Job Purpose

This post will provide line management and supervisory support to a team of Technical Advisers. This post will also provide technical guidance and advice within specialist topic areas to IA staff and volunteers, to ensure that all Information and Advice service delivery is accurate and enables older people to stay independent and live well with dignity, choice and control. It will also support IA's media, PR and campaigning activity, representing IA externally when required.

The post-holder will work within a team of Technical Advisers covering Social Care, Benefits and Wellbeing information and advice topics.

Main Duties

The main duties are as follows:

Line manage, supervise, coach and guide technical advice staff and volunteers and deputise for the Head of Information and Advice as required.

Line manage staff and volunteers including responsibility for recruitment and induction; learning and development; regular supervision; and effective performance management.

Support the Head of Information and Advice to translate strategy into operational plans. Track and monitor delivery against targets, producing reports and statistics as required.

Ensure the service provides evidence and case studies to support IA's influencing, communication and fundraising activity.

Conduct file reviews and other quality checks including call recording as required for both the technical team and the T2 Helpline (advice) team, provide coaching to support development.

To develop and maintain a working knowledge of legislative and regulatory frameworks in England and across the UK with a specific focus within specialist topic areas. To be aware of national and local practice and how it interacts with a range of issues affecting older people.

Support the training and development of technical advice staff and ensure they achieve core competencies and meet agreed targets such as those relating to the information content production process, completion of briefings and training for the advice team, as well as targets relating to cross departmental projects.

Encourage and support a strong performance culture and foster a strong commitment to high client care and information quality standards.

Provide technical guidance, strategic advice and case law to I&A staff and volunteers. Provide accurate technical advice and casework to clients in line with AQS standards and IA guidelines as required.

Identify training and technical advice needs. Develop and deliver training, briefings and other technical communications as required.

Represent IA externally as required, including attending and presenting at events and working groups, facilitating discussions and chairing focus groups. Develop, build and maintain networks with key contacts both internally and externally. Be able to demonstrate the value of these relationships.

Support media / PR initiatives by providing recommendations for discussions, drafting, checking and approving content, and recording content as required

Keep up-to-date with other relevant organisations and I&A delivery. Undertake competitor research when required, scanning the external environment to identify new information relevant to IA and its service users.

Identify and work with relevant external organisations and stakeholders in partnership to provide I&A that meets the needs of older people including acting as a peer reviewer for external organisations.

Support the Information Manager to provide high quality and accurate Information Resources. Plan, develop, commission and produce creative and innovative information and advice resources aimed at professionals, advisers and the general public. These will include but are not restricted to factsheets, web content and tools, FAQs, training materials and adviser resources. Update existing materials and products as required and in a timely manner.

Be responsible for the accuracy of all IA Public Information in area of specialist knowledge.

. Peer review, approve and provide input into I&A resources, for example information guides, web and digital materials / tools and media content. Identify and resolve inconsistencies between individual products and ranges.

Project manage resources for example through identifying peer reviewers and project managing that process through negotiating contracts, setting deadlines and ensuring quality is maintained.

Proactively work with colleagues in Policy and other departments to seek out and identify issues that may impact on the delivery of I&A and older people. Develop responses to these issues.

Ensure that all information products comply with both internal IA guidelines, the Information Standard and external legal requirements (eg data protection and copyright law) working with key internal colleagues as required (eg Marketing and Digital, Information Manager);

Ensure that the views and preferences of older people and advisers are built into I&A product development.

Other Duties

Support the work of colleagues across the organisation including supporting strategic goals and other cross divisional objectives required.

To observe and comply with all Independent Age Policies, including the key policies and procedures on Confidentiality, Data Protection, Health and Safety and Information Technology Policies and Procedures.

To undertake specific safety responsibilities relevant to individual roles.

Some requirement to travel which may involve overnight stays.

Other responsibilities appropriate to an appointment at this level eg reception cover.

Person Specification

EDUCATION AND QUALIFICATIONS

Degree or equivalent experience

EXPERIENCE AND KNOWLEDGE

Essential

Substantial knowledge of legislative and regulatory frameworks, national and local practice and how it interacts with a range of issues affecting older people with a particular focus on relevant specialist topic areas.

Experience of supervising or managing telephone advice staff.

Knowledge of the Advice Quality Standard (AQS) and other appropriate quality frameworks for advice provision.

Experience of reviewing advice records, case files and other quality checks in accordance with best practice and organisational requirements and of ensuring that corrective actions are taken as a result including identification of relevant training and support needs.

Experience of supporting the training and development of advisers using a range of techniques including coaching.

Experience of working within an advice supervision framework, with regular assessment and of acting upon feedback to improve performance.

Experience of working proactively and autonomously with a track record of building networks and spotting opportunities

Experience of managing individual projects and meeting targets and budgets

Experience of developing and delivering training sessions and briefings in your area of specialism and of supporting advisers with technical knowledge and case law.

Experience of representing an organisation externally including developing relationships with government and advice sector specialists and of presenting eg at conferences, round tables, working groups and / or radio and other media.

Experience developing, writing, checking and peer reviewing a range of I&A resources aimed at consumers and /or professionals and a range of audiences e.g. factsheets, guides, training resources, online tools, web copy.

Experience of horizon scanning and analysing data, identifying trends and proactively using this information to identify its impact on I&A delivery and resources to be developed.

Strong customer service experience, ability to resolve problems & deal with queries in a proactive manner

Desirable

Experience of engaging with service users to inform development and delivery

SKILLS AND ABILITIES

Excellent presenting skills including the ability to represent the organisation at a wide range of stakeholder events

Proven organisational skills

Ability to work with a minimum of supervision

Ability to prioritise and balance a large number of concurrent tasks and organise work effectively to meet strict deadlines including effective case management skills

Excellent IT skills including use of Microsoft Office packages

Excellent verbal and written communication skills.

Ability to collaborate effectively within a team

Ability to communicate and liaise effectively, both in person and via telephone/email with staff at a range of levels and disciplines, as well service users and members of the public.

Ability to effectively analyse complex material including primary and secondary legislation, guidance, policy and consultation documents and case law.

Ability to deliver complex advice and information in an understandable format

Excellent time management skills

High attention to detail

Job descriptions cannot be exhaustive and so the post-holder may be required to undertake other duties which are broadly in line with the above key responsibilities.

Independent Age is committed to equality of opportunity and of eliminating discrimination. All employees are expected to adhere to the principles set out in its Equal Opportunities Policy and all other relevant guidance/practice frameworks.

