

JOB DESCRIPTION

Job Title	Support Officer
Department	Digital and Phone Services, National Services
Reporting to	Digital and Phone Services Manager
Line Manages	n/a
Location	Avonmore Road, London W14 8RR

About Independent Age

Independent Age is a national charity founded over 150 years ago with a clear mission to ensure that as we grow older, we all have the opportunity to live well with dignity, choice and purpose.

We achieve this by providing free impartial information and advice on the issues that matter most as we grow older, and work within communities to connect people, places and services to reduce isolation and loneliness. We also act as a catalyst for positive policy change by challenging the underlying causes of discrimination and inequality.

At Independent Age we live by our values and EDI principles.

Our Values are that we are:

Purpose-driven - *the experience, needs and views of older people are central to everything we do*

Compassionate - *we listen, care and take action*

Expert - *our work is evidence-based and solution-focused*

Collaborative - *we work in partnership to maximise our impact*

Accountable - *we work with integrity and transparency*

Inclusive - *we value diversity and always treat everyone fairly with dignity and respect*

Our EDI Principles are that we will:

- proactively challenge ageism and all other forms of discrimination throughout all our work.
- celebrate and champion diversity within and outside our charity and create a culture where everyone knows that they belong.
- develop our leaders so that they can act as role models and champions to our staff so they can embrace these principles and apply them in their work.

- deliver equity of opportunity for our staff, volunteers and the people who use our services whether they have a protected characteristic or not.
- ensure our strategy, policies and actions are integral to our annual planning processes to ensure that we deliver our goals and that our values are central to their delivery.
- commit to setting minimum target indicators for diversity and regularly review progress.
- collect data to enable us to track our progress.
- be publicly accountable and transparent about our progress.
- use our influence to proactively champion the principles of EDI internally and with external partners.
- continuously improve, adopt best practice and learn from and share with others.

Job Purpose

This post will provide support, information and advice to older people, their families and friends on a range of issues which impact on their quality of life. The service is delivery by telephone and online, with some group or video interactions expected.

This post has a particular focus on supporting older people to access the support, advice and help they need to manage their affairs through the cost of living crisis, those that are the victims of scams and people who need a bit of practical extra help to get themselves back on track.

The post-holder will work within a small team of staff supporting the work of Digital and Phone Services within Independent Age's wider National Services.

Key Responsibilities

- Provide information, advice and support to older people, their families, friends and professionals, to help connect them to the support they need, such as maximising older people's income and reduce their costs – including energy saving, household costs and budgeting.
- Assessing older people's needs and connecting them to tailored, up-to-date and accurate advice and support.
- Providing information and advice predominately over the telephone, managing a caseload and responding to priorities in a timely and professional manner.
- Researching and sourcing appropriate solutions and signposting and referring older people to partner organisations.
- Follow case recording, case management and other quality assurance procedures and be open to feedback to improve practice.
- Use information resources and reference materials to research accurate information and advice.
- Enter, update and maintain data to a high level of accuracy and with good attention to detail on a CRM database and produce reports on progress and data as required.
- Supporting the Digital and Phone Services Manager to develop the role, designing and sourcing new training and learning.
- Delivering workshops and advice in a group setting, online/over the phone and in person, to professionals as well as older people.
- Contributing to capacity building across Independent Age, supporting other teams to deliver quality information and keeping them up to date with the latest information related to the Cost of Living Crisis and it's impact on older people.

- Capture and share change stories and case studies in order to celebrate our work, inform our future service development and contribute to our policy and influencing work.
- Co-ordinate service activity from volunteers and staff to ensure effective service delivery, working well with high volumes of volunteers and older people.
- Undertake research and evidence gathering to support our service development, and support robust monitoring and evaluation including impact measures.
- Foster new relationships and maintain existing partnerships, representing Independent Age's work in a captivating and professional manner.
- Support the processes for recruitment and retention of volunteers.
- Keep up to date with changes that may affect older people, particularly in benefits and financial support, utility providers schemes for vulnerable customers, and general budgeting/money saving tips.
- Ensure all service delivery meets agreed Quality and Organisational standards including responding appropriately to safeguarding issues as required.
- Work with colleagues and staff across Independent Age to ensure older people are involved in service development and evaluation.
- Represent IA externally as required.
- Support the delivery of innovation, pilot and partnership activity to further the strategic aims of IA as required.
- Attend team meetings at Head Office and other locations as required.

General Responsibilities

- Undertake any other duties commensurate with the level of the role.
- Have fun and challenge yourself at work, model the charity's values and abide by our policies and practices.
- Embrace diversity and share in our commitment to equality of opportunity and to eliminating discrimination.
- Contribute to our fundraising effort by embracing opportunities to fundraise yourself, to promote fundraising and to support the fundraising team.
- Share in our commitment to promoting welfare and safeguarding adults at risk of harm and any children or young people connected with them that we may come into contact with through our work.
- Use the charity's resources efficiently and effectively to ensure that our financial resources are demonstrably used for the benefit of our service users.
- Ensure that information is obtained, used and stored in accordance with our Data Protection and Confidentiality policy.

PERSON SPECIFICATION

Skills and abilities

- Excellent verbal and written communication skills including the ability to report on progress both verbally and in writing.
- Proven work management skills including the ability to work flexibly and autonomously with minimal supervision. Managing and prioritising individual tasks/projects to meet organisational objectives and deadlines.
- Ability to communicate and liaise effectively, both in person and via telephone/email with staff and external contacts at a range of levels and disciplines, as well service users and members of the public.
- Ability to build and maintain internal and external relationships in order to meet objectives.
- Ability to collaborate effectively within a team.
- Excellent time management skills.
- High attention to detail.
- A demonstrable passion for, and affinity with, our cause.

Essential Experience

- Experience of professional telephone communication.
- Experience of coordinating service activities to ensure projects and work programmes are delivered on time, preferably in a charitable service environment.
- Strong customer service experience, ability to resolve problems & deal with queries in a proactive manner.
- Knowledge of the challenges facing older people and where they might go for support.
- Experience of building relationships.
- Experience of data entry to a high level of accuracy and attention to detail.
- Experience in the use of Microsoft Office packages and CRM databases.
- Experience of working independently and proactively to meet strict deadlines on a number of concurrent tasks.
- An understanding of safeguarding and how to act upon concerns.

Desirable Experience

- Good knowledge of operational issues in service delivery.
- Experience of advice services.
- Experience of working with people with complex support needs such as dementia, sensory impairment and depression.
- Knowledge of issues relating to older people.
- Experience of delivering training to volunteers and staff.
- Experience of working with volunteers and remote staff.