

JOB DESCRIPTION

Job Title	Head of Advice and Support Services (12-month fixed term contract)
Department	Services
Reporting to	Director of Services and Grants
Line Manages	Advice and Support Managers (x 3), Relationship and Implementation Manager
DBS/BD/PVG check requirement	Basic DBS
Location	Avonmore Road, London W14 8RR (with hybrid working) or homebased. Regular travel, including to London and Scotland.

JOB PURPOSE

The Head of Advice and Support Services will play a critical role in delivering and developing our Advice and Support service, ensuring it works optimally with our outsourced Helpline and delivers real impact for older people in or facing financial hardship. You will also work closely with the Director to inform the future design and delivery of these services.

The post holder will provide strategic direction, operational support and be instrumental in joining up services and projects across Independent Age. You will play a key role in delivering on funded and non-funded partnership projects.

As a member of our Leadership Team, the Head of Advice and Support Services will work closely with colleagues from across Independent Age to ensure that our Service activities significantly contribute to supporting our mission to improve the lives of older people struggling with their finances.

Key Responsibilities

- Lead and develop the Independent Age Helpline (outsourced) and Advice and Support Services, ensuring the services are delivered consistently to a high standard and achieve measurable and sustainable impact for older people in financial hardship.
- Monitor and evaluate the operational delivery, and medium and long-term impact of the service, adjusting the service model and scope as necessary to optimise performance.
- Ensure our services are accessible to all and work with colleagues on targeted activity to reach older people in our priority groups.
- Continually improve the services, including using new technology and telephony systems, ensuring older people receive a streamlined, high quality and timely service.
- Ensure Services colleagues identify, collect and share trends, insights, stories and statistics to support our policy and influencing, income generation, media, and marketing activities.
- Work closely with the Head of Information, Training and Service Development and the Head of Partnerships and Philanthropy to engage with corporate, statutory and third sector partners to generate income, increase referrals and onward referral routes for

older people.

- Ensure delivery of strategic and referral partnerships, providing regular reports to partners on service operations and impact.
- Ensure the experience, needs and views of older people are considered in all our service development and delivery.
- Ensure our services retain relevant quality marks (AQS and PIF), and that a culture of continuous improvement is embedded within our services.
- Provide regular reports to trustees, partners and other stakeholders on services operation and impact.
- Maintain up to date knowledge of the external environment and represent Independent Age at conferences, stakeholder meetings, and building relationships across the sector where required.
- Work closely with the Head of Marketing and Brand to ensure the service is promoted effectively to reach those most at risk of financial hardship.
- Support with the continual review and development of our safeguarding practices.
- Ensure safeguarding concerns are identified and handled in line with our Safeguarding policy and procedure and that all Services staff are trained to recognise and respond to safeguarding issues.

Leadership and Management

- As a member of the Leadership Team, provide inspiring, empowering and effective leadership, direction and oversight to Independent Age to maximise the impact for older people facing financial hardship.
- Help to embed our values and champion a positive, supportive culture to optimally deliver our mission.
- Champion Equity, Diversity and Inclusion in all that we do. Embrace diversity and share in our commitment to equality of opportunity and to eliminating discrimination.
- Ensure effective performance management of line reports, with agreed objectives and development plans in place, to enable them to excel.
- Effectively manage budgetary or financial responsibility and support the embedding of a culture of financial awareness and scrutiny.
- Maintain compliance and adherence with all processes to ensure good governance.
- As a Leadership Team member, create positive relationships with other heads of departments, SLT, and internal and external stakeholders to share knowledge, insight, and evidence.
- Contribute and lead organisational projects, ensuring delivery on time and within budget.

General Responsibilities

- 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.
- Ensure that information is obtained, used and stored in accordance with our Data Protection and Confidentiality policy.
- Undertake any other duties commensurate with the level of the role.

How We Work

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

Our **values** 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

To put our **EDI Principles** into practice, we will:

- proactively challenge ageism and all other forms of inequality and discrimination throughout all our work.
- celebrate and champion diversity within and outside our charity.
- create a culture where everyone knows that they belong.
- ensure our leaders act as role models and champions.
- promote equity of opportunity for our staff, volunteers and the people who use our services.
- ensure our EDI plan is integral to our annual planning processes to ensure that we deliver our goals.
- collect data on diversity and inclusion to enable us to inform our work and review our progress and impact.
- be accountable and transparent about our progress.
- use our influence to proactively champion EDI internally and with external partners.
- continuously improve, adopt best practice and learn from and share with others.

PERSON SPECIFICATION

- A demonstrable passion for, and affinity with, our cause.
- A deep understanding of issues affecting older people in financial hardship in the UK and an understanding of how Advice and Support interventions can improve lives.
- In depth knowledge of legislative and regulatory frameworks, national and local practice and how these interact with a range of issues affecting older people, for example welfare benefits, social care, hospital discharge, paying for care, housing options, end of life, bereavement, access to health services, and loneliness.
- Leadership experience, with demonstratable success in managing high-performing, accessible Information and Advice services, through a range of channels to people with complex needs.
- In depth knowledge and experience of safeguarding principles, policy and practice.
- Demonstrable experience in working with colleagues to deliver service agreements and achieve contractual targets derived from commissioned and/or commercial sources.
- Excellent interpersonal and relationship-building skills.
- Experience in leading, supporting, developing and motivating colleagues in face-to-face, hybrid and remote-working environments.
- Excellent analytical skills with the ability to interpret complex data, commission reports and present findings with confidence.
- Ability to present to a range of internal and external audiences.