



## JOB DESCRIPTION

<b>Job Title:</b>	1.	<b>Technical Adviser – Benefits and Housing</b>
<b>Department:</b>	2.	<b>Information &amp; Advice</b>
<b>Salary Band:</b>	3.	<b>c.£35,000</b>
<b>Reporting to:</b>	4.	<b>Senior Technical Adviser</b>
<b>Direct Reports:</b>	5.	<b>None</b>
<b>Location:</b>	6.	<b>London Office</b>

### 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 technical guidance and advice on welfare benefits and housing to Independent Age (IA) staff and volunteers. The post will 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, policy, research and campaigning activity, representing IA externally when required.

The post-holder will work within a Technical Advice team of 4 covering advice on social care, money and benefits, housing, mobility and transport, health and end of life and managing affairs.

## Main Duties

The main duties are as follows:

### Advice

1. To develop and maintain a working knowledge of legislative and regulatory frameworks in England with a specific focus on benefits, money, housing and transport issues. To be aware of the differences in advice required in the devolved nations.
2. To be aware of national and local practice and how it interacts with a range of issues affecting older people.
3. Provide accurate advice and casework to clients in line with AQS standards and IA guidelines as required. Provide advice to external stakeholders as required.
4. Provide technical guidance, strategic advice and case law to I&A staff and volunteers in a proactive and timely manner. Provide coaching and side-by-side support to advice staff as required.
5. Support Advice Manager to conduct comprehensive file reviews and other quality checks in accordance with IA quality frameworks including use of call recordings, live call listening and side by side coaching for the Advice Team.
6. Identify training and technical advice needs of I&A teams. Develop and deliver training, briefings and other technical resources as required.
7. 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 service users.
8. 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.

## *Information*

9. Support the Information Team to provide high quality and accurate Information Resources. Including support to 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 proactive and timely manner.
10. Be responsible for the accuracy of all public information in area of specialist knowledge. Peer review, approve and provide input into I&A resources, e.g. information guides, web and digital materials/tools and media content. Identify and resolve inconsistencies between individual products and ranges.
11. Ensure that all information products comply with both internal IA guidelines and external legal requirements (e.g. data protection and copyright law) working with key internal colleagues as required (e.g. Marketing and Digital, Information Manager).
12. Ensure that the views and preferences of older people and advisers are built into I&A product development.
13. Support project management of resources e.g. through identifying peer reviewers, conducting mystery shopping and ensuring quality is maintained

## *Policy and External Relations*

14. Support media, policy, research and campaign initiatives by identifying case studies, reporting on issue trends, providing recommendations for discussions, drafting, checking and approving content, and recording content, acting as a media spokesperson in area of technical knowledge as required.
15. 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 issues raised by clients through the Advice service are used to inform the wider work of IA
16. Develop, build and maintain networks with key contacts both internally and externally. Be able to demonstrate the value of these relationships.
17. Represent IA externally as required, including attending, presenting at or facilitating events.

## **Other Duties**

18. Support the work of colleagues across the organisation including supporting strategic goals and other cross directorate objectives required.
19. To observe and comply with all IA Policies, including the key policies and procedures on Confidentiality, Data Protection, Health and Safety, Safeguarding and Information Technology Policies and Procedures.
20. To undertake specific safety responsibilities relevant to individual roles.
21. Some requirement to travel which may involve overnight stays.
22. Other responsibilities appropriate to an appointment at this level e.g. reception cover

***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.***

## PERSON SPECIFICATION

Criteria	Requirements	Essential (E) Desirable (D)	Evidence Source: Application (AF) Interview (I)
Education & Qualifications	1. Degree or equivalent experience.	E	AF / I

Experience & Knowledge

1.	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 issues relating to benefits, money, housing and transport	E	AF / I
2.	Substantial relevant experience working in an information or advice role providing services to quality standards.	E	AF / I
3.	Experience of working proactively and autonomously with a track record of building networks and spotting opportunities	E	AF / I
4.	Experience of managing individual projects and meeting targets	E	AF / I
5.	Experience of developing and delivering training sessions and briefings in your area of specialism and of supporting advisers with technical knowledge and case law	E	AF / I
6.	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	E	AF / I
7.	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.	E	AF / I
8.	Experience of representing an organisation externally including developing relationships, e.g. with national or local government, third sector organisations or advice sector specialists, and of presenting e.g. at conferences, working groups.	E	AF / I
9.	Strong customer service experience, ability to resolve problems & deal with queries in a proactive manner	E	AF / I
10.	Experience of supporting staff development using a range of techniques, including written feedback and coaching	E	AF / I
11.	Working knowledge of legislative and regulatory frameworks, national and local practice and how it interacts with a range of issues including social care, health, mental health, end of life and mental capacity	D	AF / I
12.	Experience of engaging with service users to inform development and delivery	D	AF
13.	Experience of media interviews and media work	D	AF
14.	Experience of interacting with older people	D	AF

Skills & Abilities

1.	Excellent verbal and written communication skills	E	AF / I
2.	Excellent presenting skills, including the ability to deliver engaging and interactive training and represent the organisation at a wide range of stakeholder events	E	AF / I
3.	Excellent time management skills, including ability to prioritise and balance a large number of concurrent tasks and organise work effectively to meet strict deadlines including effective case management skills	E	AF / I
4.	Proven organisational skills	E	AF / I
5.	High attention to detail	E	AF / I
6.	Ability to work with a minimum of supervision, including leading your own training and development	E	AF / I
7.	Ability to collaborate effectively within a team	E	AF / I
8.	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	E	AF / I
9.	Ability to effectively analyse complex material including primary and secondary legislation, guidance, policy and consultation documents and case law	E	AF / I
10.	Ability to deliver complex advice and information in an understandable format	E	AF / I
11.	Excellent IT skills including use of Microsoft Office packages.	E	I
12.	Excellent interpersonal skills	E	AF / I
13.	Ability to work cross-functionally and to secure resources and support from people in different Directorates	E	AF / I