**ROLE DESCRIPTION**

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| **Job Title** | Telephone Adviser |
| **Division** | Telephony Services |
| **Department** | Helpline |
| **Location** | Scotland: blend of home and office (Edinburgh) working |
| **Geographical focus of role** | Scotland-wide |
| Contractual Status of Role: *Permanent or fixed term* | Permanent |
| Hours | Up to 28 hours per week (happy to discuss flexible working pattern) |
| Job Title of Manager | Assistant Telephony Manager |
| Job Titles and number of any direct reports: | None |
| Salary: | £22,000 pa pro rata |
| Job Purpose: | To deliver an Information, Advice & Friendship service for older people in Scotland, their carers, families and professionals primarily by telephone, email and letter.  To act as Champion on agreed subjects. |
| Main Responsibilities | Provide a multi-issue I&A service on:   * Money (including benefits checks) * Social Care * Retirement choices and lifestyle * Housing * Health * Consumer * Legal and end of life * Employment   Provide advice which is:   * Delivered with empathy * Confidential * Impartial and non-judgmental * Communicated in a clear and accessible manner * Focused on the client’s needs and desired outcomes * Adheres to best practice in safeguarding procedures * Supplemented by written materials such as information guides, factsheets and letters/emails as appropriate * Accurately case-recorded on our data base according to data protection and confidentiality procedures, including details of relevant time limits and information sources used * Compliant with agreed referral procedures * Based on quality-assured information resources including Advisernet Scottish Government websites and CPAG handbooks. * Provided in accordance with relevant quality standards and partnership agreements   Friendship:  Deliver a professional and friendly service demonstrating  empathy and understanding according to agreed protocols  General:   * Support colleagues during and after difficult telephone calls. * Keep self-informed of all relevant legislation and legislative changes * Support colleagues by way of buddying and mentoring. * Identify your own training needs, participate in training and share your learning with others. * Attend regular team meetings * Assist with administration as required, including collation of information about local advice and support services. * Abide by health and safety guidelines and share responsibility for own safety and that of colleagues. * Attend events to raise awareness of Age Scotland. * Contribute to an effective call triage system * Case checking   Actively contribute to the work of other Age Scotland teams including:   * providing social policy evidence and statistics for the policy and campaigns team * participation in specific campaigns * responding to senior management requests |
| Quantitative aspects of the role | * Work with the team to meet agreed call volumes * Calls answered within agreed target times * Data Input onto database |
| Performance Measures | * Adherence to objectives and departmental goals. * Call quality excellence. * Conduct, performance and absence in line with company guidelines**.** |

**PERSON SPECIFICATION**

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| Experience | **Essential:**   * Recent experience (paid or unpaid) of providing advice including telephone advice. * Experience of working in a generalist advice service.   **Desirable:**   * Experience of working with volunteers. * Experience of electronic case recording systems. |
| Knowledge | **Essential:**   * A knowledge of or ability to learn about the theory and practice of: Money (including benefits), Social Care, Retirement choices and lifestyle, Housing, Health, Consumer, Legal and end of life, Employment. * A good understanding of the issues affecting older people and their carers.   **Desirable:**   * Knowledge of issues relating to safeguarding of vulnerable people. |
| Skills | **Essential:**   * Ability to communicate effectively both orally and in writing. * Ability to demonstrate empathy and understanding to callers. * Ability to use electronic case recording systems and benefit calculation software. * Ability to listen to client enquiries, research information, give advice in a manner the client can understand and create an accurate case record. * Ability to work under pressure and prioritise work in a busy environment and remotely. * Ability to work effectively with volunteers and support their development. * Ability to cope with the pressure of complex and emotionally demanding enquiries. * Ability to work flexibly and to respond positively to service developments. * Ability to work independently and as part of a team. * Ability to be agile and resilient in meeting clients changing needs. |
| Additional Requirements | **Essential:**   * An understanding of and commitment to equal opportunities. * Commitment to working alongside and supporting volunteers. * Willingness to work from the Edinburgh office when required. * Commitment to the aims and visions of Age Scotland and the ability to demonstrate those values in your work. * Commitment to tackling the stigma of isolation and loneliness. * Commitment to providing older people with high quality Information and Advice. * A suitable home work space with a good broadband connection. * Employees are expected to undertake any and all other reasonable and related tasks allocated by their Line Manger. |