**ROLE DESCRIPTION**

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| **Job Title** | Social Security Trainer |
| **Division** | Charity Services |
| **Department** | Information, Advice and Friendship Services |
| **Location** | Edinburgh, with flexible hybrid options:  We know that the traditional ‘nine to five’ in the office does not suit everyone, and we also love spending time with our colleagues creating some of our best work and ideas. That’s why you can spend up to 60% of your working week at home, if that suits you. |
| **Geographical focus of role** | Scotland-wide |
| **Contractual Status of Role:** | Fixed term until 31st March 2026 |
| **Hours** | 21 hours per week, flexible working options available |
| **Job Title of Manager** | Information Manager |
| **Job Titles and number of any direct reports:** | None |
| **Salary:** | £27,825 pa pro rata (£16,695 pa actual) |
| **Job Purpose:** | We know that growing older doesn’t come with a manual.  Later life can bring opportunities and challenges, and people may need to know about rights, organisations and services which are often unfamiliar. That’s why we provide free information and advice to support older people on a diverse range of topics.  You will lead on the day-to-day development and delivery of online and face-to-face social security workshops for older people, their families and carers and professionals. You will also attend local community events to raise awareness of entitlements for older people.  Using a collaborative approach, you will work closely with the Helpline Manager to provide social security training for Helpline Advisers that meets the Scottish National Standards for Information and Advice Providers.  Living our values, you will help create better outcomes for older people by empowering and enabling them to access their rights and entitlements. |
| **Main Responsibilities** | Develop and deliver social security workshops online and face-to-face to promote awareness of issues including:   * Barriers to benefit take-up * Reserved and devolved benefits * Entitlements for people over state pension age * Entitlements of people in later working life * Entitlement of mixed-age couples * Effective form completion * Information and advice available from Age Scotland   Work closely with the marketing team to ensure all workshops and supporting materials are on brand.  Adapt workshops as appropriate to meet the needs of diverse groups of older people, carers and professionals.  Administration of online and face-to-face training.  Collect qualitative and quantitative feedback for project evaluation and produce reports for funders.  Facilitate referrals to our helpline for individual holistic advice.  Develop effective links and good working relationships with Age Scotland member groups and external partnership organisations.  Identify opportunities in local communities and attend events to raise awareness of older people’s social security entitlements.  Share learning from workshops to inform the development of Age Scotland’s social security information, advice and campaigns.  Work with colleagues in the policy and communications team on social security issues as required.  Keep up to date with changes in social security policy and practice.  Abide by health and safety guidelines and share responsibility for own safety and that of colleagues. |

**PERSON SPECIFICATION**

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|  | **Essential** | **Desirable** |
| **Experience** | An expert understanding of the social security entitlements of people in later life.  Experience of delivering workshops/training.  Experience of working with vulnerable adults. | Experience of evaluation and monitoring |
| **Knowledge** | Understanding of the impact of poverty.  Understanding of the care, housing and legal issues that affect older people and their carers in Scotland.  Knowledge of safeguarding vulnerable adults. |  |
| **Skills** | Good working knowledge of Microsoft Office (Word, Excel, Outlook, Power Point), email, the internet, zoom and case recording databases.  Good interpersonal, written and verbal communication skills.  Good organisational skills and ability to prioritise work to meet deadlines.  A positive attitude and ability to motivate others.  A good team player who is also happy to work independently as required. |  |
| **Qualifications** | Experience of working in a social security advice environment. |  |
| **Additional Requirements** | An understanding of and commitment to equal opportunities.  Commitment to working alongside and supporting volunteers.  Commitment to the aims and vision of Age Scotland and an ability to demonstrate our values (**Empowering**, **Inspiring, Inclusive and Integrity)** in your work.  The role will require travel throughout Scotland, involving possible overnight stays.  Employees are expected to have a suitable home work space and furniture with a good broadband connection for occasional home working.  Employees enrolled in Multi-Factor Authentication (MFA or 2FA) will be expected to install and maintain the Watchguard app on either their personal or work mobile device.  Employees are expected to undertake any and all other reasonable and related tasks allocated by their Line Manager. |  |