

Role Description

Division:	Charity Services
Department:	Information, Advice & Friendship
Location:	Edinburgh, with a blend of office and home working
Geographical focus:	Scotland-wide
Contractual status:	Permanent
Hours:	35 per week to be worked between Monday – Friday (flexible working patterns available)
Line Manager:	Chief Executive
Direct Reports:	Information Manager, Helpline Manager, Friendship Manager
Salary:	£40,000 - £45,000 pa

Job Purpose

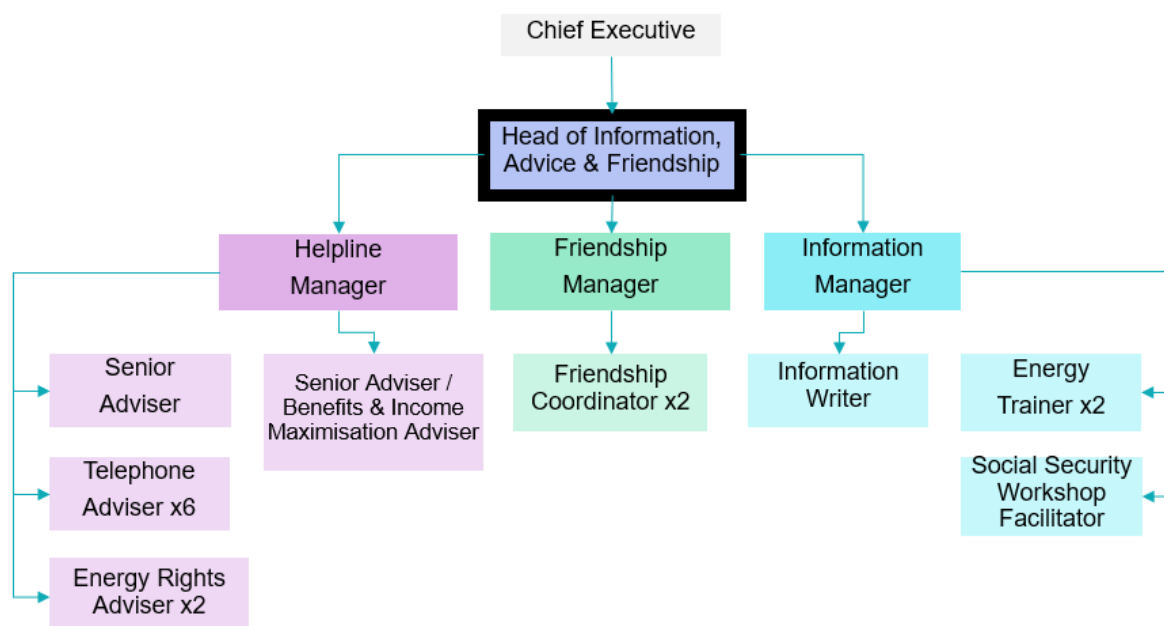
We know that growing older doesn't come with a manual. Later life may bring opportunities and challenges, and people may need to know about rights, organisations and services which are often unfamiliar. That's why we provide free information and advice to help older people on a diverse range of topics.

You will lead on the day-to-day development and growth of our information, advice and friendship services for older people in Scotland, their families and carers.

You will develop a strategy and lead teams of dedicated and committed staff and volunteers to deliver on and offline information, advice and friendship services that respond to the priorities identified by older people.

Delivering quality assured services that currently empower and enable around 50,000 older people a year to live the best quality of life possible, you will work closely with colleagues to nurture and develop partnerships and relationships that enrich and grow the Charity's service offer across Scotland.

Organisational Chart



What you'll do

- Enhance, develop and implement a person-centred, information, advice and friendship strategy, shaped by the priorities identified by older people.
- Lead on the day-to-day implementation, development and growth of our information, advice and friendship services for older people in Scotland, their families and carers, providing clear and strong direction to your team.
- Identify service requirements and design the delivery of innovative approaches to optimise the efficiency and effectiveness of services.
- Involve, inspire and empower our teams to give their best, developing and nurturing their skills so that we attract and retain the best talent while meeting agreed objectives.
- Provide exceptional customer service, leading on the development and maintenance of new systems, reporting requirements and compliance.
- Working in partnership, you will grow the service, identify funding opportunities and develop and sustain external relationships with government, commercial and voluntary organisations, and the public.
- You will act as the organisation's Safeguarding lead with responsibility for ensuring policies, procedures and training is current and that safeguarding issues are recorded and escalated appropriately.

- Represent Age Scotland at external meetings and events.
- Monitor and evaluate the impact of Age Scotland's telephony services.

What you'll bring

- Recent and substantial experience of leading, managing, developing and delivering a multi-functional service and associated projects.
- Experience in a generalist information and advice telephone service (desirable).
- Strong staff management and leadership experience.
- Experience of delivering quality customer service while balancing a strong understanding of cost of service provision.
- Understanding and experience of issues relating to safeguarding of vulnerable people and of safeguarding policies and procedures.
- A strong understanding of cost of service provision and experience of managing budgets.
- Excellent oral and written communication skills.
- Previous experience of working with service data or in a monitoring and evaluation capacity.
- Good IT skills including experience of telephony systems.
- Strong analytical and statistical skills.
- Substantial experience of partnership building and managing relationships.
- Experience of project evaluation and report writing.
- An understanding of the issues affecting older people in Scotland.

Qualifications

[SCQF level 9](#) qualification or experience in a relevant field.

Additional requirements

- Commitment to the aims and vision of Age Scotland and the ability to demonstrate our values (Empowering, Inspiring, Inclusive & Integrity) in your work.
- Commitment to providing older people with high quality services.
- Commitment to volunteer development.
- An understanding of and commitment to equal opportunities.
- Flexible, adaptable, willingness to engage in self-development.
- Employees are expected to have a suitable home work space 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 an 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.
- The role may from time to time require travel throughout Scotland and the wider-UK, involving possible overnight stays.