# Information Line Advisor

**Part time (25 hours per week)**

**£26,000 (pro-rata)**

**Contract type:** Fixed term until 31 March 2026 (extension subject to funding)

**Closing date:** Friday 6th June at 12 noon

**Interview date:** anticipated to be Friday 13th June 2025

## Job Purpose:

Disability Information Scotland provides information and signposting to disabled people in Scotland and the friends, families, carers and the organisations that support them.

Our small and friendly team provides information through

The Disability Information Scotland helpline (phone, email, webform and text)

Online and downloadable information guides

The Scottish Disability Directory

Social media and other communications

Training

Disabled people in Scotland can face daily challenges accessing the rights and services they are entitled to. Providing holistic information about entitlements can help disabled people to have better lives and to overcome barriers in society.

## What you’ll do:

### Helpline:

* Confidently use our Horizon telephone system
* Provide a friendly and professional service for clients
* Assess client’s needs and establish the level of information and signposting they require using sensitive listening and questioning skills
* Manage client’s expectations
* Identify the most appropriate solutions and options for their situation, research and provide information, and signpost to appropriate / specialist support services where applicable
* Provide information that is up to date, accessible and relevant
* Provide holistic information, alerting clients to relevant sources of support
* Accurately and timeously record clear and comprehensive case notes on our CRM, Charitylog
* Identify examples of the negative impact of policies or processes on clients and flag these on Charitylog

### Information guides:

* Contribute to annual updating of information guides
* Identify any upcoming policy changes which impact the accuracy of our information guides
* Ensure that guides are written in plain and accessible language
* Research and develop new information resources to meet the needs of disabled people
* Use helpline experience to inform the content and development of the guides

### Disability Directory:

* Identify and take opportunities to strategically develop Directory content

## Disability Information Scotland general responsibilities:

* Support colleagues and share information
* Follow Disability Information Scotland procedures including GDPR, safeguarding, complaints, equality and diversity and confidentiality.
* Attend regular training and meetings (both in office and virtual) and keep your knowledge up to date
* Assist with quality assurance and evaluation work
* Contribute information, articles and ideas to our social media and newsletter
* Promote our services through networking and engagement
* Support and mentor Disability Information Scotland volunteers
* Demonstrate an understanding of, and commitment to, equal opportunities; you need to relate positively to people of different cultures, backgrounds and experience and believe in the equal value of people regardless of race, religion, culture, gender, age, disability or sexuality.
* Undertake any and all other reasonable and related tasks allocated by management
* Some travel may be required to attend meetings and events

What you’ll bring (Essential**)**

### Experience

* Experience of delivering information or advice via telephone and email
* Experience of providing information / support to empower people who face disadvantage
* Experience of using CRM systems to process customer data
* Strong IT skills, with proficiency in Microsoft Office applications (Word, Excel, Outlook) and confidence in learning new systems.
* Researching accurate and up-to-date information

### Knowledge and understanding

* Understanding of issues affecting disabled people and their carers in Scotland
* Understanding of the issues involved and confidence in interviewing vulnerable clients
* Knowledge of social security, housing, transport, employment, education, and social care
* Knowledge of services that are available for disabled people, understanding of the concerns of disabled people and a knowledge of the social model of disability

### Personal qualities

* A confident, professional, outgoing telephone manner
* Patience
* Strong written and spoken communication skills
* Flexible attitude to hours of work
* Ability to work as part of a team
* Ability to give and receive feedback objectively and sensitively and an ability to challenge constructively
* Ability to engage sensitively with people who are vulnerable and / or are in distressing situations with empathy and understanding
* Personal resilience

## What you’ll bring (Desirable)

* Experience of writing engaging accessible information for the public
* Experience of contributing to service evaluation
* Experience of updating and maintaining databases /CRM systems
* Experience of researching and summarising information
* Presentation skills
* Awareness of wider policies and political initiatives that affect people living with disabilities in Scotland

## What we can offer you

Disability Information Scotland’s small and friendly team is based at Norton Park in Edinburgh.

We have a hybrid working model, with staff expected to be office based for 60% of their working week. During your initial period of training, we will need you to be primarily based in our office so we can support you to learn and become part of our team. To benefit from hybrid working, you must have a suitable home-work space with a stable broadband connection.

Pension Contribution: Workplace Pension (currently 4% employer contribution). Employees are encouraged to contribute).

Annual Leave: 36 days annual leave (including public holidays).

You will be line managed by the Disability Information Scotland Manager

**Equal Opportunities:**

Disability Information Scotland is committed to equality of opportunity regardless of race, sex, sexual orientation, gender reassignment, religion or belief, marital or civil partnership status, age, disability, or pregnancy & maternity. We believe that a diverse workforce which is representative of our whole society is vital to our work.

Applications from disabled candidates who meet at least 60% of the essential criteria will be guaranteed an interview. We are proactive in ensuring reasonable adjustments are made during the recruitment process, and during employment.