Thank you for showing interest in working for Age UK Bromley & Greenwich. We are an independent local charity and have been working in the community to help older people for over 50 years.

With nearly 80 staff and over 170 volunteers we provide support to clients across both Boroughs.

We work in partnership with BTSE helping to deliver the Bromley Well project as well as Southeast London Mind (SEL Mind) working on Dementia Services and Oxleas providing Care Navigation.

Vision:
To make Bromley and Greenwich places where all can enjoy later life.

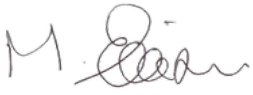
Mission:
Age UK Bromley & Greenwich will be the voice of older people in both boroughs.
We will work with older people to enable, support and connect.
We will promote independence and well-being.

Values:
Equality - We value diversity and strive to give equality of opportunity.
We believe that the organisation and society is enriched by its diversity.

Respect - We respect the life histories of our staff, volunteers and clients.
We believe in their potential and we will help to realise their ambitions.

Creativity - We encourage innovation in the solutions we adopt.

If you stand for our vision, mission and values and match the criteria in the below job specification we would love to hear from you.



Mark Ellison
Chief Executive

Job Title: Information & Advice Generalist Adviser

Hours: 37.5 hours per week (open to discussing part-time or job-share)

Salary: £30,500 per annum (full-time equivalent, pro rata for part-time)

Location: Office based, split between Bromley & Greenwich

Reporting To: Advice Case Supervisor

Role Purpose

The Information & Advice Generalist Adviser is a highly valued member of our team who provides vital information, advice, and rights-based casework to older adults, their carers, and families.

The role primarily focuses on supporting clients through in-office consultations, telephone, and email, with some outreach and home visits. The adviser will assist clients with welfare benefits, housing, care provisions, and other issues that affect their lives, delivering a trusted, high-quality service.

This is a hands-on, dynamic role where your ability to communicate effectively and compassionately will play a central part in enabling older adults to access resources, make informed decisions, and feel supported at every step.

Key Responsibilities:

In this role, you'll:

- Provide Expert Advice: Engage directly with clients in person, by phone, or email, offering advice on welfare benefits, care provision, housing, and more.

- Conduct Benefits Checks & Claims Assistance: Perform in-depth benefits assessments, support clients through the claims process, and assist in challenging DWP decisions, including providing guidance on appeals.

- Respond to Diverse Enquiries: Address a wide range of client needs, ensuring each interaction is met with empathy, professionalism, and a proactive approach.

- Support Rights-Based Casework: Assist clients in making complaints, liaising with relevant parties, and making representations as necessary.

- Maintain Accurate Records: Record detailed client information and case notes, ensuring all data is accurately entered into our case management system.

- Collaborate Across Teams: Work with other team members and partner organisations, maintaining clear and effective communication to provide a seamless service.

- Guide Volunteer Advisers: Provide briefings, updates, and ongoing support to volunteer advisers, ensuring they are well-equipped to support clients effectively.

- Community Outreach: Participate in community events, stakeholder meetings, and outreach sessions across Bromley and Greenwich to engage with the wider community and raise awareness of our services.

- Stay Informed on Policies: Keep up to date with local and national policies affecting older adults, ensuring our advice is relevant, timely, and accurate.

Person Specification

Essential Skills & Experience:

- Advice Setting Experience: At least 2 years' demonstrated experience in providing rights-based advice, ideally within a welfare, care, or public support context.

- Understanding of Older Adults' Needs: In-depth knowledge of issues affecting older adults, including care options, welfare benefits, and housing.

- Strong Communication Abilities: Excellent oral and written communication skills, with the ability to present information in a clear, compassionate, and accessible manner.

- IT Proficiency: Skilled in using MS Office and case management software, with strong record-keeping abilities.

- Interpersonal Skills: High level of empathy, understanding, and patience, with a commitment to equality and diversity.

- Attention to Detail: Ability to work accurately under pressure, especially when handling sensitive client information.

- Flexible and Adaptable: Willingness to travel across Bromley and Greenwich and to engage with diverse communities.

Desirable Skills & Experience:

- Advice Service Standards: Experience in a quality-marked advice service.

- Experience Supporting Volunteers: Familiarity with guiding and supporting volunteers in service delivery.

- Full UK Driving Licence: While not essential, a valid UK driving licence is advantageous for conducting home visits and outreach activities as required.

Employee Benefits

Working at Age UK Bromley & Greenwich offers a host of benefits designed to support your professional growth, work-life balance, and personal well-being:

- Holiday Entitlement: 27 days of annual leave (pro rata), plus bank holidays.

- Pension Scheme: All eligible employees are automatically enrolled in our pension scheme through The Pensions Trust, with an employer contribution of 3% and an employee contribution of 5%.

- Employee Assistance Programme: Access to TELUS Health, providing 24/7 support for mental, financial, physical, and emotional well-being.

If you're looking for a role where you can make a direct, positive impact on people's lives while working in a supportive and passionate team, this could be the perfect opportunity for you. Age UK Bromley & Greenwich is committed to being a leading advocate for older adults, ensuring they receive the support and respect they deserve.

We welcome applications from all sections of the community and will make reasonable adjustments during recruitment on request. The appointment will be subject to DBS and right to work checks.