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| **Kickstart Scheme jobs template** |

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| **Kickstart Scheme Application ID** | **KS3944376C** |
| **Job reference** | Impactful Governance (Gateway) |
| **Job vacancy title** | Information & Advice Assistant |
| **Company name** | Age UK Hertfordshire |
| **Company postcode** | AL7 1LT |

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| **Job summary** |
| The Information and Advice Assistant will provide dedicated administration and telephone support for the service, to help streamline incoming queries from the public, enabling the I&A coordinators and the service manager to provide vital support to the elderly community across Hertfordshire.  **Responsibilities/ Duties / Tasks**   * Answer and respond to telephone calls and emails from members of the public, providing basic information and signposting where necessary, ensuring that all information given is accurate, current and in a style which is accessible and usable to a wide range of people; * Assist with all admin related duties, such as letter writing, filing, scanning, post etc * Update and maintain the Information and Advice database with relevant client data, ensuring that information is accurate and up to date * Create and maintain an information guide for service users, including subjects relevant to older people such as benefits and signposting * Work with the other members of staff to identify the I&A related needs of the elderly and establish ways to improve the the information guide; * Respond to written enquiries in an accurate and concise manner; * Respect the confidentiality of clients and their rights to make their own decisions; * Manage the computer systems in line with requirements; * Maintain a monitoring service for the organisation by collecting statistical information about callers and enquiries to allow for development and evaluation of the service, and the collation of reports when requested from the senior management team; * Liaise with other voluntary, and statutory organisations, to help provide a comprehensive information and advice service for the community; * Become familiar with, and utilise, all the resources available from Age UK National; * Carry out other relevant work as agreed with the line manager; * To undertake any other duties within the competence of the post holder as may be required from time to time by the CEO / Senior Management Team. |

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| **Essential skills, experience and qualifications** |
| **DBS : ENHANCED DBS REQUIRED**  **Appointment of this position is subject to the receipt of references satisfactory to Age UK Hertfordshire.** |

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| **Hours per week** | **25** |
| **Working pattern** | 25 hours p/w. Monday to Friday |
| **Hourly rate of pay** | NMW |

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| **Employability support** |
| **Month one of appointment:** Work preparation for *this* role  Week 1 – session 1 Work Readiness Welcome to your new role   * Working in different sectors * Organisation types * Achievement   Week 1 – session 2 Structures of organisations Expectations of the role   * What employers need. * Structures and reporting * Leadership models * Research on how we work * Team work and individual roles   Week 2 – session 3 Applying yourself The wider community and your role in it   * Emotional rewards or work * Team roles * Empathy in the workplace * Interview skills * Behaviours   Week 2 – session 4 Communications Communication & Action Planning   * Conversation cycle * Learning styles * Voicing concerns the right way * Inclusive practices * Active listening * Action Plan   **Month five of appointment:** Preparation for the *next* job (Job readiness)  Session 5 & Session 6 Mentoring & Coaching   * Support will be offered (for example helping with writing their CV and preparing for an interview). All of all modules as outlined in the Training Agreement. Each session will be for at least one hour. Sessions are held remotely over Zoom. The participant will provide feedback during their placement and after training, and this will be acted on if needed. As part of a signed agreement, employers will allow the employee to participate in the training and where sessions are in the evening or weekend, allow Time Off in Leu (TOIL). Each employee is scheduled into training programmes, informing the employer and the employee about the time and date and begins once started in the role. |

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|  | **If your vacancies are in more than one location, please complete a separate row for each** | | | | | | | | | |
| **Where is this job based?** | | **No of jobs at this location** | **When do you want to start advertising this job?** | **Maximum number of referrals** **you wish to receive per job** | **Is public transport available** **to this location?** | **Full address and postcode of the job location** | **Contact name, email and phone number** for this job | **Closing date for applications** | **How to apply** | **Anticipated start date** for this job |
| Office | | **1** | 15/11/21 | 50 | yes | 1 Silver Court,  **Watchmead, Welwyn Garden City, Hertfordshire AL7 1LT** | Becci Lloyd  07985680764  [becci.lloyd@ageukherts.org.uk](mailto:becci.lloyd@ageukherts.org.uk) | 17/12/21 | CV by email & interview appointment time to be agreed with employer by phone. | 22-11-21 |

September 2021  
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