

**Communication & Customer Service**

**Planning & Organisation**

**Recording and Monitoring**

**Leadership**

**Quality**

**Team Work**

**Charity Focus**

**Specialist Knowledge**

**Signposter / Service Administrator**

**Hours: 15 - 22 hours per week (over 2 - 3 days, including a Friday)**

**Salary: £22,395.36 per annum, pro rata (AUNN Band CD)**

**Tenure: Permanent**

**Based:** **Home based with some days in the office**

Our Information service provides a crucial first point of contact to members of the public. This role involves helping to empower and build resilience in our communities by triaging enquiries, providing information, and signposting or referring onwards to both external organisations and other Age UK Nottingham & Nottinghamshire services.

The successful candidate will be comfortable taking calls and replying to voicemail messages, as well asresponding to a wide rangeofenquiries.They will also possess amazing communication, listening and organisation skills, a professional yet empathetic approach and strong IT proficiency, in order to meet our high customer service standards*.*

*As an employee of Age UK Nottingham & Nottinghamshire you will be eligible for our attractive package which includes 24 days annual leave (Pro Rata), public holidays, flexible working and a 4% employer contribution pension (in line with auto-enrolment rules).*

**How to Apply**

If you are interested in this position, please contact the HR Department (at recruitment@ageuknotts.org.uk or telephone 0115 8599265.

**The closing date for applications is 9am on Monday 30th December 2024**

Age UK Nottingham & Nottinghamshire promotes equality and diversity.

*Registered Charity Number: 1067881*

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