THE ROYAL BRITISH LEGION

JOB DESCRIPTION

Job title: Advice and Information Service Team Leader

Reporting to: Area Manager

Responsible for: Case Officers
Advice and Information Officers

Role Purpose:
To lead the team of Advice and Information Officers and Case Managers including volunteers working across the area, ensuring that each office delivers high quality person centred advice and support to beneficiaries, members and the public in a co-ordinated way and serves as an effective public face of the Legion.

Key accountabilities:

1. Manage the services and support provided by team members and volunteers, ensuring this meets appropriate quality standards and delivers personalised, outcome focussed, flexible support in accordance with Legion policies and best practice.

2. Ensure individual cases are allocated and supported in an integrated way that best meets the beneficiaries' needs and where appropriate referrals made to specialist Legion advisors, Legion services (e.g. break centres, care homes etc.) or other statutory or non-statutory providers as necessary.

3. Co-ordinate the allocation of resources and planning of support activities within the welfare team, planning regular or peripatetic beneficiary support sessions in secondary locations drawing on inputs from other charities and providers as appropriate.

4. Oversee caseloads and monitoring volume, ensuring that trends are identified and fed back to inform area and national resource planning and, collecting appropriate casework data, to inform local lobbying/service improvement campaigning. Ensure effective case management is undertaken and standards are maintained through regular audit of casework.

5. Ensure team members maintain a knowledge and understanding of services and support available from the Legion, statutory and other local providers. Identify and explore opportunities for joint-working or collaboration with the aim of extending and improving the support available to beneficiaries and ensuring this is provided in a co-ordinated way. Providing, where appropriate, information on local services to the knowledge management team to inform the knowledge database.

6. Ensure beneficiary case studies whose stories could be used to encourage public support and understanding of the Legion's work are identified and, where appropriate, work to encourage such individuals to share their stories. Ensure
such knowledge is used for the best interests of the Legion and not retained only at a local level.

7. Where necessary, authorise the payment of immediate needs grants to beneficiaries in urgent need of support within levels of own authority.

8. Support the Area Manager in identifying and approving grant payments to third party agencies within the area in furtherance of the Legion’s aims and strategy.

9. Manage and develop the staff and volunteer team in accordance with Legion policy and practice, ensuring the team works in a co-ordinated way in the best interests of beneficiaries. Oversee allocation and standards of volunteer caseworkers and ensure any issues of practice quality are addressed.

10. Work in close collaboration with volunteers, specifying opportunities for volunteers within the welfare services and support provided and leading the recruitment and training of volunteers as required.

11. Support Legion fundraising and Remembrance activities, particularly during the Poppy Appeal. As a member of the area team, support the achievement of local appeal targets and maintain an understanding of the importance of fundraising income to the Legion’s provision of support for its beneficiaries.

12. Develop effective working relationships with other Legion services within the area (care homes, break centres, etc.) and with the regional specialist team. Ensure individual beneficiaries are supported to receive such services.

13. Engage with local members, district officers, local civic officials, local Armed Forces communities and others as appropriate to support understanding and achievement of the Legion’s local services and plans.

14. Engage with Legion Branches which undertake welfare activities, ensuring a co-ordinated approach to beneficiary support and best use of resources.

15. Maintain a day-to-day oversight of secondary offices, ensuring at all times these present an appropriate public face of the Legion and its activities and liaising as necessary with the Commercial team on building issues. Ensure beneficiary access to and use of the local offices is monitored and develop initiatives for improving this as required. Monitor the type and number of visitors to the office, working closely with the Area Manager and other members of the areas team to continually assess beneficiary numbers and needs against the current beneficiary reach and develop initiatives to extend that reach.

16. As a member of the local and area team, undertake any other duties as may be required from time to time. Participate in and support team initiatives and development.

This job description reflects the current scope of duties and responsibilities of the role. The post holder may be asked, and is expected, to undertake any other duties commensurate to the grade of the post. As duties and responsibilities change and develop, this job description will be reviewed and may be subject to amendment.
GENERAL

• To work in accordance with The Royal British Legion’s shared values of **Service; Collaboration; Passion; Excellence; Valuing our people** which underpins the fundamental beliefs and qualities of who we are and what we do.

• To implement the Equal Opportunities Policy into your daily activities.

• To be responsible for your own health and safety and that of your colleagues, in accordance with the Health & Safety at Work Act (1974) and relevant EC Directives, including reporting any health and safety hazard immediately you become aware of it.

• To work in accordance with the General Data Protection Regulations and Data Protection Act 2018; to ensure the correct reporting of data breaches, any changes to the processing of personal data which require a Privacy Impact Assessment and any requests under the Individual Rights provisions are reported to the Legion Data Protection Officer.

• It is clear that due to the nature of the role, the post holder will have access to material which is confidential. It is a condition of their contract of employment that they ensure no confidential material is leaked from the department to unauthorised members of staff.

• The Royal British Legion is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity. Any hire is to work in accordance with the Equality Act (2010).
## PERSON SPECIFICATION

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<tr>
<th>CRITERIA</th>
<th>ESSENTIAL/ DESIRABLE</th>
<th>HOW TO BE MEASURED</th>
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<td><strong>QUALIFICATIONS</strong></td>
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<td>Good level of general education – GCSE or equivalent</td>
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<td><strong>KNOWLEDGE &amp; EXPERIENCE</strong></td>
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<td>Demonstrable experience of working in a customer focused environment</td>
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<td>Current knowledge of the statutory UK benefits system</td>
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<td>Experience of working with and supervising the work of volunteers (including the provision of guidelines, support and monitoring)</td>
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<td>Experience of providing advice and guidance to clients/customers</td>
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<td>Previous experience working in the voluntary sector, public service or Armed services</td>
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<td>Previous line management experience</td>
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### SHARED VALUES AND BEHAVIOURS

**Service**
We support and serve. We are compassionate. We provide great customer care to all the people who come into contact with us. We are accountable and act with integrity.

**Collaboration**
We value working together and with partners to achieve shared goals. Through strong communication and support, we build trust with each other and treat everyone with respect and honesty.

**Passion**
We are passionate about our role and contribution. With a positive outlook we are resilient and committed to our work.

**Excellence**
We strive to be the best we can. We are effective and efficient. We are bold. We are open to new ideas and approaches, challenge each constructively and are willing to learn.

**Valuing our People**
We support, encourage and provide opportunities for all our people – ensuring we recognise and value everyone’s contribution.
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<th>SKILLS &amp; ATTRIBUTES</th>
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<tr>
<td>Effective communication skills – written and verbal</td>
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<td>Effective interpersonal skills – able to engage effectively with a range of audiences</td>
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<td>Strong planning and organisational skills - able to prioritise workload effectively</td>
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<td>Strong team player - able to work effectively with diverse client groups</td>
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<td>Strong IT skills – competent user of MS Office and familiar with in-house database systems</td>
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<td>Empathy with mission and values of the Legion</td>
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