



THE ROYAL BRITISH LEGION

JOB DESCRIPTION

Job Title: Advice and Information Officer
This job requires a DBS check at Enhanced level with barred list for Adults.

Reporting to: Advice and Information Team Leader

Role Purpose:

Act as the public face of the Legion within the Area office and/or in a variety of outreach locations, providing information to beneficiaries and others about Legion work, services and membership and guiding clients to other providers of welfare service and support as necessary.

Key Responsibilities:

1. Provide advice and support to beneficiaries, potential beneficiaries, Legion members and members of the public about Legion services and activities, both those provided directly within the area concerned and those available at a regional or national level. Encourage beneficiaries to make use of on line information system and signpost beneficiaries to specialist Legion support or other providers as required.
2. Develop an understanding of Legion support services and services provided by others (both statutory and voluntary bodies). Advise beneficiaries of the best support available to them to meet their needs and facilitate access as appropriate. Maintain a basic understanding of statutory benefits framework.
3. Undertake basic eligibility assessment of beneficiaries and where necessary support their registration via the on line system.
4. Develop and take advantage of opportunities to reach beneficiaries in communities within the area, forging links and contacts and taking advice and information services into communities as required.
5. Gather knowledge and data to inform the development of the knowledge base through the Knowledge Management Team. Ensure that information about local services and support is up to date and readily available to others.
6. Assist in identifying individual beneficiaries whose stories could be used to encourage public support and understanding of the Legion's work. Ensure that such knowledge is used for the best interests of the Legion and not retained only at a local level.
7. Develop knowledge of other providers of support services and create relationships as appropriate within the local area to enable beneficiary referrals etc.
8. Identify and refer beneficiaries with more complex needs to a case officer for a full assessment.
9. Support beneficiaries in their contact with statutory authorities and other providers, advocating on their behalf where required and appropriate.
10. Support and participate in training and oversight of volunteers as required.
11. Support Legion fundraising and remembrance activities in the area, particularly during the Poppy Appeal. As a member of the area team, support the achievement of local

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appeal targets and maintain an understanding of the importance of fundraising income to the Legion's continued ability to support its beneficiaries.

12. Develop effective working relationships with other Legion welfare services (care homes, break centres etc.) and with membership and volunteer related activities.
13. Engage as necessary with local members, county officers, local civic officials, and local armed forces communities and to support understanding and achievement of the Legion's local services and plans.
14. Develop a knowledge and understanding of all local Legion activities (plus some familiarity with national activities), working in a joined up way beyond own personal area of responsibility to ensure that beneficiaries, Legion members and the public receive a seamless service.
15. As a member of the local and area team, undertake any other duties as may be required from time to time within the scope, spirit and purpose of the role. Participate in and support team initiatives and team 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.
- 1) To implement the Equal Opportunities Policy into your daily activities.
 - 2) 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.
 - 3) 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.
 - 4) It is clear that due to the nature of the role, the postholder will have access to material which is confidential. It is a condition of their contract of employment that they ensure that no confidential material is leaked from the department to unauthorised members of staff.
 - 5) 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).

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PERSON SPECIFICATION

CRITERIA	ESSENTIAL / DESIRABLE	HOW TO BE MEASURED
QUALIFICATIONS		
Good level of general education – GCSE or equivalent	E	Application/Certificates
KNOWLEDGE & EXPERIENCE		
Demonstrable advice and information experience Experience of working in a customer focused environment Proven record of working with multiple agencies and relationship building Understanding of statutory welfare support Knowledge and experience of the UK Armed Forces community Experience of Administrative provision	E E E E D D	Application/ Assessment/Interview
SHARED VALUES AND BEHAVIOURS		
<p>Service</p> <p>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.</p> <p>Collaboration</p> <p>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.</p> <p>Passion</p> <p>We are passionate about our role and contribution. With a positive outlook we are resilient and committed to our work.</p> <p>Excellence</p> <p>We strive to be the best we can. We are effective and</p>		Interview Interview Interview

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<p>efficient. We are bold. We are open to new ideas and approaches, challenge each constructively and are willing to learn.</p> <p>Valuing our People</p> <p>We support, encourage and provide opportunities for all our people – ensuring we recognise and value everyone’s contribution.</p>		<p>Interview</p> <p>Interview</p>
SKILLS & ATTRIBUTES		
Effective communication skills – written and verbal	E	Interview/Assessment
Effective interpersonal skills – able to engage effectively with a range of audiences and to empathise with individuals in need	E	Interview/Assessment
Strong planning and organisational skills - able to prioritise workload effectively	E	Interview/Assessment
Strong team player - able to work effectively with diverse client groups	E	Interview/Assessment
Strong IT skills – competent user of MS Office and familiar with in-house database systems	E	Interview/Assessment
Empathy with mission and values of the Legion	D	Interview