

Job Description and Person Specification

JOB DESCRIPTION

Responsible to: Senior Advice Worker and Swansea Foodbank Trustees

Responsible for: Assisting the Financial Inclusion Welfare Benefits advice caseworkers with administrative support and working with people referred to Swansea Foodbank to support them to maximise their income.

Salary: £11,466

Hours: Part-time – 17.5 hours a week

Temporary: Funded until July 2026. We are actively pursuing funding to continue the project.

Place of work: Hybrid working between Swansea Foodbank distribution centres (including Port Tennant, Gorseinon, Mayhill, Penlan and Uplands) and working from home.

Overall role purpose: Administrative support for the welfare benefits advice workers including making and receiving texts and phone calls with clients, managing the appointments diary, recording and sending time sensitive letters and documents. Protecting the confidential advice space by being front of house, greeting clients, fielding interruptions and passing information between staff. Managing referrals in and out of the service. Reporting on referral and signposting. Working with foodbank clients to help them claim their full benefit entitlement and additional discretionary grants. Assisting the Welfare Benefits team to identify and deliver quality Welfare Benefits advice and associated casework. Supporting and empowering clients to make informed decisions in addressing their needs, and to improve their financial resilience. Advice will focus on income maximisation and Welfare Benefits, with other advice needs identified and referred on or signposted as required. This role will provide administrative support and liaise with clients and referral partners to create a wrap-around service for advice. This role will also be responsible for managing feedback from signposting and referral partners to verify client service uptake and outcomes, and provide cohesive information required for the Quarterly Funding Reports and periodic reporting as required by future funders.

The post holder will be provided with a laptop, mobile phone, printer/scanner, shredder, paperwork and relevant stationery.

Specific responsibilities:

Administration

- *Confirm advice by letter, text or email in a clear, concise, and timely manner*
- *Assist advisers with follow up work, client contact and case support to ensure cases are resolved and closed at the appropriate time*
- *Create and maintain confidential comprehensive client and service provision records for all client contact and follow up work undertaken and the recording of outcomes and other relevant KPI's of the project, for information retrieval, statistical monitoring, and report preparation*
- *Ensure AdvicePro records and training are kept up-to-date, including the administration of tasks, key dates and adviser messages*

- *Be responsible for the scanning, printing, posting and appropriate storage of all adviser forms, factsheets, completed benefit forms, court records and client paperwork. Keep accurate incoming and outgoing postal records.*
- *Keep records for any claims for expenses, both personal and for the project, and make timely applications for reimbursement.*

Advice Provision

- *Post holder will required to carry a laptop and paperwork with them to foodbank centres to aid them in their work including ensuring income maximisation through benefit checks, assistance with new benefit claims, grants, Help U Tariff and Blue Badge applications as directed by the advice caseworkers*
- *Responsibility for booking advice casework and support work appointments: - undertaking initial exploration of client needs, capacity and situation to identify appropriate appointment options and level of advice work required; collaborating with clients and caseworkers to administer appointments.*
- *Advise and assist clients to administer free SIMs, bus passes for appointments and applications for ongoing phone codes as required*
- *Empower clients to take action themselves wherever possible and assist in administrative tasks where clients lack capacity, including helping clients to provide appropriate supportive evidence for all benefit claims*
- *Act for the client where necessary by corresponding with relevant agencies on their behalf to ensure benefit claims are administered and awarded appropriately*
- *Administer clients' onward referrals to other sources of support that are not provided by the project service. Provide follow up contact with clients and referral/signposting agents (where possible) to ensure appropriate support is provided and maintained as necessary. Provide feedback to the caseworkers on all client referrals, and raise any service issues with project manager. Compile and provide data on referrals and signposting feedback and outcomes as required by Quarterly Funding reports and periodic reporting as required by future funders.*
- *Be aware of safe-guarding policy and raise concerns with supervisor/caseworker where appropriate*
- *Provide services and keep appropriate case recording in accordance with all relevant quality standards*
- *Ensure that service performance standards and targets are met*

Professional learning and development

- *Attend regular supervision with your line manager*
- *Attend regular project meetings and case reviews*
- *Keep up to date with appropriate legislation*
- *Keep up to date with policies and procedures*
- *Attend internal and external training programmes as required*

General duties

- *Develop good teamwork relationships between project staff, agency staff and volunteers*
- *Take a proactive approach to diversity and inclusion, ensuring that services are accessible to all*
- *Identify and report evidence to support social policy/strategic work and campaigns through reports and case studies*
- *Represent the project at external events and meetings as required*

PERSON SPECIFICATION

Experience:

- Face to face frontline client experience, preferably with some knowledge of benefits advice
- Demonstrate ability to prioritise work, meet deadlines and targets and manage a caseload
- Previous experience of administering appointments and handling referrals
- Relevant knowledge and experience of working in the advice sector
- Current knowledge and comprehension of welfare rights and other social policy
- Knowledge of GDPR
- Relevant lived experience of the benefits system is desirable
- Team working and the ability and willingness to have a flexible approach when required.

Key Skills:

- A driver with access to a vehicle and able to attend busy foodbank centres up to 3 times a week, Wednesday, Thursday and Friday with flexi/home working for the remaining work hours.
- An eye for detail with excellent presentation, listening, verbal and written communication skills
- Excellent organisational skills
- Excellent level of computer competency
- Ability to use case recording and other information systems which support advice provision
- Ability to use telephone/email/web confidently
- Excellent telephone manner
- Ability to communicate effectively with clients, colleagues, and other agencies
- Sensitivity and empathy with people experiencing difficult circumstances and financial hardship, who may be vulnerable and distressed

- Ability to represent clients and negotiate on their behalf
- Understanding of the need for confidentiality
- Non-judgemental approach to advice provision
- Committed to supporting and empowering clients