

Advice and Guidance Deputy Manager

Location: Age Connects West Midlands, Boldmere (with travel across Birmingham and surrounding areas)
Hours: 35 hours per week, Monday – Friday (occasional evenings and weekends may be required)
Salary: £26,062.40 per annum

Are you passionate about helping people access the support, advice and services they need to improve their wellbeing and maintain their independence?

Age Connects West Midlands is looking for an organised and motivated Advice and Guidance Deputy Manager to support the delivery of high-quality advice, information and wellbeing services across Birmingham. This is an exciting opportunity for someone who enjoys working with people, coordinating services and projects, supporting staff and volunteers, and making a real difference within local communities.

In this role, you'll:

- Coordinate referrals, appointments, outreach sessions and home visits across the service.
- Provide advice, information and guidance, including support with welfare benefits and entitlements.
- Coordinate and support the delivery of multiple projects, including energy efficiency and wellbeing initiatives.
- Monitor service performance, maintain accurate records and complete reporting requirements.
- Provide line management support to staff, including supervision, one-to-one meetings and annual appraisals.
- Work alongside the Befriending and Volunteering Manager to support volunteers within the service.
- Attend networking events, host stalls and workshops, partnership meetings and community activities on behalf of Age Connects West Midlands.
- Support the mobilisation and development of new projects and services.
- Work collaboratively across the organisation to support service delivery and achieve positive outcomes for clients.

We're looking for someone with:

- Experience of coordinating services, projects, appointments or referrals.
- Knowledge of welfare benefits and entitlements, or the ability to quickly develop this knowledge.
- Experience of supervising or supporting staff and volunteers.
- Strong organisational, communication and problem-solving skills.
- Experience of monitoring performance, maintaining records and producing reports.
- Good IT skills, including experience of using databases and Microsoft Office applications.
- The ability to build effective relationships with clients, colleagues, partners and stakeholders.
- A flexible and positive approach to supporting service delivery across multiple projects and services.

Requirements

A good standard of education, evidence of continuing professional development and experience of working within a community, advice, wellbeing, health, social care or voluntary sector setting. Relevant qualifications in Advice and Guidance, Welfare Benefits, Leadership or Management are desirable. A fully enhanced DBS check will be required for this role.

Please apply for this post by sending a cover letter expressing why you are interested in the role and a CV highlighting your knowledge, experience and qualifications against the Person Specification.

The Job Description and Person Specification are attached.

Age Connects West Midlands / Jubilee Citizens UK are committed to Safeguarding:

Promoting good practice and prevention of harm and abuse. To ensure allegations of abuse or suspicions are dealt with and the person experiencing abuse is supported.

Closing date: 31 August 2026 - Early applications encouraged as interviews will take place on receipt of suitable CV's