



## Information Service Lead - Voluntary role

### Introduction

Age in Spain provides trusted, accurate information for English speakers living in or moving to Spain. We also help people living elsewhere who are concerned about older family members or friends who are living in Spain. The service is mainly accessed through email, with a telephone line operating three mornings per week.

The information service team either responds directly to the enquiry or makes a detailed assessment of the person's situation to either respond to the enquiry or pass it on to the Casework Team. The Information Service also carries out vital research on current topics affecting English speakers and prepares guides for the web site.

### Role Summary

The Information Service Lead will ensure the information service and the team is operating with organisational efficiency and clarity through:

- Researching new topics and developing new guides support materials.
- Ensuring that the Infoline is covered during opening hours
- Maintaining and update client data on AiS systems, ensuring full compliance with GDPR regulations
- Providing the Information Service Volunteers with guidance on cases where they need additional support
- Supporting the recruitment and training of new volunteers
- Maintaining regular contact with the volunteers and advise them of any policy changes, organisational changes etc.
- Liaison with the Digital Communications team to maintain accuracy of Website information
- Collaboration with the media team to promote the service with the aim of increasing our profile and donations
- Managing the Infoline inbox in our HelpScout call handling system.
- Passing appropriate cases to the Casework team.
- Reporting any issues to the Operations Manager.

Responsible to the Operations Manager Client Services. Responsible for the Information Services team.

We will provide an initial induction training in the role with ongoing coaching and support.

We would anticipate that the role will be around 4 to 6 hours per week, ideally when the phone line is open. The role is home based working online.

**What you need to offer:**

	ESSENTIAL	DESIRABLE
Skills	Good interpersonal people skills Strong research and writing skills Able to access and use computer Be fluent in spoken and written English Proficiency in Spanish	Level B2 or higher in Spanish
Experience	Previous experience of managing/coordinating a team.	Working and supporting older/vulnerable people
Aptitude	Ability to analyse information and data	
Disposition/Personality	Able to work alone. Self motivated but also a team player.	Experience in a similar role.
Special factors relevant to role	PC High speed internet connection required. Clear criminal record check for previous 5 years	

Everyone at Age in Spain must commit to upholding and promoting our values of:

- Inclusion
- Empowerment
- Independence
- Respect for others

**How to Apply**

To apply: Complete the short [online application form](#) and upload your cv or other supporting information. We will get back to you within ten days. We reply to every applicant. Thank you.