



WE'RE HIRING - OPERATIONS MANGER - ADVICE & WELFARE SERVICE

Operations Manager – Advice & Welfare Services

Location: Hybrid – home based, Clacton office and community locations across Essex

Salary: £36,000

Hours: 37.5 hours per week

Contract: Permanent

Reports to: Head of Operations

Age Well East is recruiting an Operations Manager to support the delivery of advice, information and welfare support services for people aged 60 and over across North East Essex and Braintree, with potential expansion into other areas of Essex.

The Operations Manager will oversee the day-to-day running of the service, supporting a team of Advice Caseworkers, a Carer Navigator and Senior Dementia Coordinators. The role involves supervising staff, managing referrals and case allocation and providing guidance on complex enquiries relating to welfare benefits, housing and care issues. The postholder may also provide direct advice and information to clients where required.

Working with colleagues and local partners, the Operations Manager will help maintain strong working relationships with statutory and voluntary sector organisations, represent the service at meetings and support community engagement activity to raise awareness of the support available.

The role includes monitoring service activity and outcomes, supporting contract reporting, reviewing case files to maintain quality standards and gathering client feedback and case studies to demonstrate impact. The postholder will ensure the service operates in line with Age Well East policies including safeguarding, confidentiality, lone working and GDPR, while helping maintain a safe and inclusive environment for staff, volunteers and clients.

Applicants should have experience or strong knowledge of welfare benefits and entitlements for older people, experience supervising staff or teams and the ability to manage complex situations with professionalism and sensitivity. Strong communication skills, attention to detail and the ability to build effective partnerships are essential.

A full UK driving licence and access to a vehicle for work purposes is required.

Desirable experience includes contract monitoring, service development, safeguarding practice, advocacy, CRM systems such as Salesforce and qualifications in Advice, Information and Guidance.

For an informal discussion or to request the full job description and application details, please contact:

Age Well East

Email: enquiries@agewelleast.org.uk

Website: www.agewelleast.org.uk