**Communication & Customer Service**

**Recording & Monitoring**

**Quality**

**Team Work**

**Planning & Organisation**

**Specialist Knowledge**

**Charity Focus**

**Leadership**



**Household Support Fund Coordinator**

**Hours: 18 hours per week (Wednesday, Thursday & Friday)**

**Salary: £22,395.36 per annum, pro rata (AUNN Band CD)**

**Tenure: Fixed Term until end September 2024**

**Based: Home working with occasional office based admin**

Age UK Notts is supporting Nottingham City Council to distribute Household Support Fund vouchers to older people located in Nottingham City to help with the rising cost-of-living crisis.

Phase 5 of the voucher scheme starts in May and will run until the end of September 2024.

This role will involve triaging, coordinating and distributing vouchers to our eligible clients.  We need an organised, computer literate, purpose-driven individual with amazing communication skills to help us to provide support.  You will be part of an experienced team checking client eligibility, and processing vouchers for help with energy and supermarket costs.

*As an employee of Age UK Nottingham & Nottinghamshire you will be eligible for our attractive package which includes 24 days annual leave (pro rata), public holidays, flexible working and a 4% employer contribution pension (in line with auto-enrolment rules).*

**How to Apply**

For full details and to download an application pack, please visit our website at: [www.ageuk.org.uk/notts/about-us/work-for-us](http://www.ageuk.org.uk/notts/about-us/work-for-us)

Alternatively, please contact our Human Resources department for an application pack by email [recruitment@ageuknotts.org.uk](mailto:recruitment@ageuknotts.org.uk) or telephone 0115 8599265.

**The closing date for receipt of completed applications is 9am on Monday 10th June 2024**

**Interviews will take place on Thursday 13th June 2024 and Friday 14th June 2024**

Age UK Nottingham & Nottinghamshire promotes equality and diversity.

*Registered Charity Number: 1067881*

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