



Welcome from the Engagement Manager

November 2024

Dear Applicant,

Thank you for your interest in the role of **Project Officer**

This is a fantastic opportunity for the right candidate to join Age UK Bexley and make a real difference to the organisation and to our clients.

We are looking for a committed and enthusiastic person who is flexible, with good IT skills and excellent inter-personal and communication skills to join our team supporting older people in the London Borough of Bexley

The job description and person specification for the role is attached.

To apply, please send your CV with an additional supporting statement on no more than 2 sides of A4, explaining how you meet the person specification, to the Engagement Manager, Sasha Barnes, at: sasha.barnes@ageukbexley.org.uk.

The closing date for receipt of applications is Friday 20 December and we will be holding interviews on Thursday 9 January.

If you have not heard from us by 3 January, please assume that you have not been shortlisted for interview.

We look forward to hearing from you.

Yours faithfully,

Sasha Barnes

Sasha Barnes
Engagement Manager

ABOUT OUR BEFRIENDING CAFES

Age UK Bexley's Befriending Cafes are a very important part of the support we offer to older people in the borough, providing social interaction and activities for older people who mostly live alone and may be lonely and isolated. In addition to emotional support and friendship, the Cafés provide an important connection between our members and the other services we offer such as Welfare Benefits Advice, or Social Care support. The Cafes are run by volunteers, with support from paid staff, although it may sometimes be necessary for staff to step in and run the Cafes, for example if a volunteer is off sick or on holiday. For this reason, we need a flexible Project Officer, willing and able to provide practical as well as administrative support and with excellent inter-personal skills.

The Cafes are popular and many have waiting lists. At today's date (November 2024), we have 10 weekly Befriending Cafes and a weekly lunch club, but we have obtained funding to set up 4 new Cafes (in Sidcup, Bexleyheath and Slade Green) in the New Year. So part of your role as Project Officer will be to set up these new projects.

More details about the service are available on our website.

JOB DESCRIPTION

Job Title: Project Officer (Befriending Cafes)

Responsible to: The Engagement Manager

Responsible for: Providing administrative support to the Engagement Manager and covering for him/her at the Befriending Cafes when required.

Hours: 20 hours per week preferably worked over 5 days (Monday to Friday)

Salary £13,676 per annum for 20 hours per week (FTE £24,617 pa)

Location: Based at our offices at Belvedere and at our Befriending Cafes throughout the borough.

Main Duties and Responsibilities

- Data Entry using our Client Relationship Manager Database, Charity Log
- Liaising with members about payments
- Printing, photocopying and sending out mail.
- Collating the results of evaluation questionnaires
- Liaising with the volunteers who run the Cafes and providing support for them as required, including induction and training for new volunteers (this may include supporting volunteers with online training)
- Covering for the Engagement Manager by attending the Cafes as required, for example, if there is a shortage of volunteers. This might involve attending more than one Café per day, in different parts of the borough.
- Providing support for clients and volunteers on outings and trips.
- Any other duties required to facilitate the smooth running of the Befriending Cafes
- Promoting all of Age UK Bexley's services, including distributing leaflets and posters.
- Attending and participating in Team Meetings, and other meetings as required.
- Attending and participating in any training or development required to ensure personal and professional development.
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Person Specification:

	Essential	Desirable
IT literate and able to learn how to use new systems	Y	
Experience of working with a CRM database		Y
Good organisational and administrative skills	Y	
A flexible approach to work	Y	
Good time management skills	Y	
Be reliable, trustworthy and conscientious	Y	
Friendly, empathetic, patient and understanding.	Y	
Confident communicator with the ability to respond calmly to people in difficult situations	Y	
Driving licence and use of own transport	Y	
The ability to acquire an understanding of and a willingness to work within Age UK Bexley Policies and Procedures	Y	