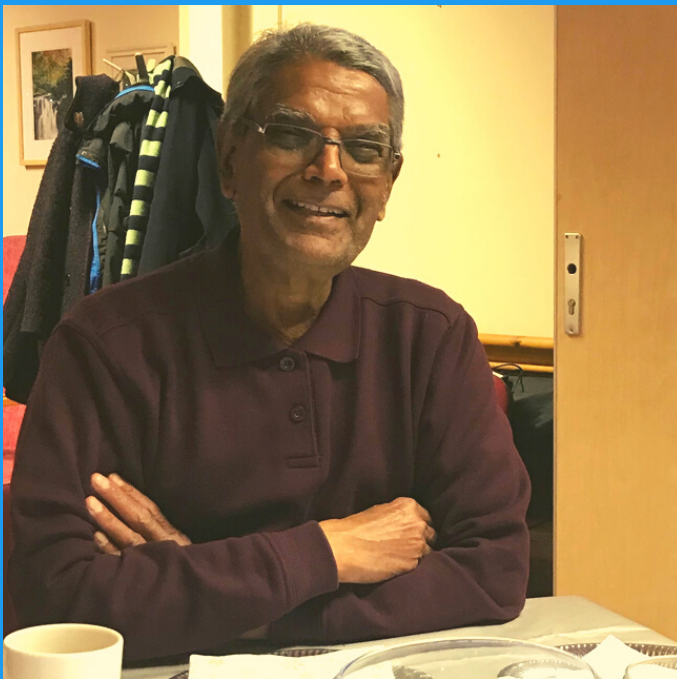


# *Employment Recruitment Pack*



*Join the team making life better  
for older local people*

# All About Age UK Bolton

## Who We Are

Age UK Bolton is an independent local charity and was born in 1947, thanks to the efforts and vision of a small group of local volunteers in Bolton.

We are one of the area's most significant, dynamic and highly regarded charities, and the leading voluntary sector organisation, working with and on behalf of Bolton's over 50 population.



We are also proud to be a brand partner of the influential national Age UK Charity, as well as Age International. We work hard with all communities of older people - those who are active and independent and those who are frailer and more dependent - to meet their changing needs and aspirations.



A voluntary Board of Trustees, made up of representatives of our local statutory, community and business partnerships, works closely with senior staff members, to ensure the effective financial and strategic management of the Charity.

Many of our existing services, and those currently being developed, are the product of existing or emerging partnerships with a wide range of organisations. These take various forms but all are highly prized.

## What We Do

We offer a range of services across the borough of Bolton for people aged 50 plus.

- Home from Hospital
- Information & Advice
- Befriending
- Active Ageing
- Strength & Balance exercise classes
- Social and creative activities
- Home Services cleaning & shopping
- Nutrition & Hydration
- Will Making
- Wheelchair Hire
- Volunteering

We also advocate for Bolton's ageing population pushing for change locally and back national campaigns through our partnership with the national charity Age UK.





# Our vision

At Age UK Bolton we believe that no matter what our age, we all have the necessary opportunity to enjoy an independent, fulfilled, quality of life and continue to make a valuable contribution to the communities we live and work in.

# Our mission

To be a sustainable, relevant and fit for purpose organisation, recognised as the leading authority on ageing well in Bolton; a trusted source of information, advice and access to opportunities and support for everyone over 50.

# Our ambitions

- To be the first point of contact for people over 50 in Bolton, their families and carers, when looking for information, advice and support or access to services
- To be a sustainable, fit for purpose, relevant and evolving organisation focused on the needs and aspirations of Bolton's 50 plus population
- To value respect and support our staff, volunteers, customers and partners
- To strive to ensure that older people are not seen as a drain on society but as the valuable resource and assets they are
- To deliver high quality accessible services, activities and learning opportunities, to enable those over 50 to remain safe, independent and mentally, physically and socially active
- To ensure that older people are listened to and that their views inform and influence both our work and wider service and policy development



# Our Values

## Aspirational

For the people of Bolton and our charity

## Caring

For individuals, their families & carers, our staff and volunteers and older people generally

## Respect

For individuals, their families & carers, our staff, volunteers and partners and for the diversity of our communities and the environment.

## Enabling

People over 50 to live long and live well, enjoy independence and choice and be recognised for what they can do not what they can't.

## Dynamic

Adapts to the changing needs and aspirations of the different generations of people over 50 and the wider commercial, social and technical environment

## Influencing

Ensure that the voice of all Bolton's residents aged over 50 is heard and used to inform and shape policy and services at the local, regional and national levels



# Wellbeing Matters

At Age UK Bolton the health and wellbeing of our staff and volunteers is of paramount importance to us. We do all we can to help develop personal and professional growth wherever possible. To this end we prioritise training and development, offer hybrid and flexible working where practical and conduct yearly surveys into staff satisfaction, taking suggestions and ideas of how to make Age UK Bolton an even better workplace. In our 2021 Staff Survey, employees were asked how valued they feel at Age UK Bolton and we received an average score of 8.12 out of 10. We are a Real Living Wage employer and also offer other benefits including matching pension contributions of up to 7% as well as UK Healthcare membership.



# Job Description

## Home Services Assistant

<b>RESPONSIBLE TO:</b>	Home Services Manager
<b>RESPONSIBLE FOR:</b>	Home Services Duties
<b>SALARY:</b>	£12 per hour plus travel expenses and mileage allowance. DBS check provided.
<b>HOURS:</b>	Flexible

### OVERALL JOB PURPOSE

To provide an excellent quality, high standard of service and customer care; reliable commercial cleaning and shopping service to the older residents of Bolton. To be part of a dynamic team working to provide flexible, reliable, high quality cleaning and shopping, home related services to older people within their homes. To work efficiently and effectively ensuring that this service fits within Age UK Bolton Enterprises Ltd.'s guidelines and standards. To actively and effectively promote the AUKB Enterprises Ltd, Home Services Business across Bolton.

### KEY RESPONSIBILITIES

1. To work within the service users' own homes undertaking practical and routine tasks such as light housework, laundry and ironing.
2. To participate in a flexible working rota in accordance with clients' demands.
3. To undertake shopping as required by the client.
4. To respect clients' personal belongings and maintain confidentiality.
5. To report any changes in service requirements, which do not form part of the original contractual agreement.
6. To ensure all duties undertaken are carried out in a professional manner and to the highest possible standard.
7. To ensure all relevant paperwork is completed within the client's home and a receipt is given for any monies received.
8. To ensure weekly rotas are maintained accurately and a copy is kept on file at the office.
9. To follow AUKBE Ltd.'s procedures with regard to cash handling and take responsibility for recording any monies received from the client and the money given into the office at the first available opportunity.
10. To attend mandatory training courses or any other training that is deemed necessary by the organisation.
11. To be familiar with AUKBE Ltd.'s other services and to follow all organisational procedures and codes of conduct including equal opportunities.

- 12 To complete relevant paperwork prior to commencement of practical duties
13. To sometimes undertake home visits for new client's referrals ensuring confidentiality is adhered to at all times.
14. To receive and contribute to regular supervision from your Line Manager.
- 15 To ensure that any changes in service are made following consultation and agreement from the client and your line manager.
16. To promote and generate public awareness of the Home Services Business.
17. To work constructively as a member of the Income Generation Department.
18. To carry out any other duties reasonably required by the organisation

***ADDITIONAL RESPONSIBILITIES***

1. To adopt a positive approach to change and willingness to seek assistance to resolve the day-to-day challenges of delivering Home Services to older clients.
2. To work well with team members to consistently deliver positive outcomes for those who use our service.
3. To attend supervision and relevant training courses as required by your line manager.

# Person Specification

## ESSENTIAL CRITERIA

### EXPERIENCE, KNOWLEDGE & SKILLS

1. Good relationship-building skills	Application / Interview
2. Good organisational skills	Application / Interview
3. Awareness of the issues affecting older people	Application / Interview
4. Complaints reporting and strong customer care	Application / Interview
5. Proven record of punctuality and reliability	Application / Interview
6. Demonstrable commitment to Equalities	Application / Interview

### WORK RELATED CIRCUMSTANCES

1 Ability to relate to and respond to the needs of our older clients and relate to people from a wide variety of backgrounds.	Application / Interview
2. An ability to react quickly to changing situations, multi-task and time management.	Application / Interview
3. Willingness to work flexibly with reasonable notice to ensure adequate cover for holidays and absences and to meet the demands of the business.	Application / Interview
4. Ability to drive with access to a vehicle for business use.	Application / Interview
5. Commitment to participate in training and development as directed by the Home Services Co-ordinator and the Commercial Services Manager	Application / Interview

### DESIRABLE CRITERIA

1. Cleaning service skills	Application / Interview
2. Experience of working with older people	Application / Interview



# Contact us

## The Square

53-55 Victoria Square,  
Bolton  
BL1 1RZ

Phone: 01204 382411

Office opening hours: Monday to Friday 9.30am-4.00pm  
A telephone service is available from 9:00am-5.00pm



## The Ageing Well Centre

Cross Street,  
Farnworth,  
Bolton  
BL4 7AG

Phone: 01204 701525

Ageing Well Centre Opening hours:  
Monday to Friday: 9:30am - 4:30pm

**Please return applications to [recruitment@ageukbolton.org.uk](mailto:recruitment@ageukbolton.org.uk)**

-  **ageukbolton**
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 Bolton  
ageUK



**Living longer... Living well in Bolton**



**Age UK Charity  
Quality Standard**

certified by

