

Recruitment Pack

Ageing Well Co-ordinator

Hello from our Chief Executive



Hi!

I'm Lauren and I am delighted that you are considering applying for a role with our incredible team at Age UK Bolton! Our organisation has been a cornerstone of the Bolton community since 1947, and we take immense pride in being recognised as a leading charity specialising in ageing well in our area.

Age UK Bolton isn't just a charity; it's a community. With 50+ dedicated staff members and an incredible team of 250 volunteers, we work collaboratively to deliver a variety of high-quality services that significantly enhance the quality of life for older people in Bolton. We are committed to our aspiration of being the best older people's charity to engage with, support, work for, volunteer for, and partner with—not just in Bolton, but beyond.

Every year, we engage with over 10,000 of Bolton's older residents, providing vital services and support that help them live fulfilling, independent lives. Our services range from practical help and advice to social activities and companionship, all aimed at promoting wellbeing and improving people's quality of life.

At Age UK Bolton, we believe that our strength lies in our team. It's important to me that everyone who joins us feels seen, heard, and valued. We foster an inclusive culture where everyone's contributions are recognised and appreciated. We are continually evolving, ensuring that our services remain relevant and impactful in meeting the needs of the older people we serve.

Our work is deeply rewarding, and we are driven by a shared passion for making a difference. Each member of our team brings unique skills and experiences that enrich our organisation and help us achieve our mission. Whether you're a seasoned professional or new to the charity sector, there's a place for you here at Age UK Bolton.

As you consider this opportunity, I want you to know that joining Age UK Bolton means becoming part of a family that cares deeply about its members and the community. It means being part of something where your ideas and efforts have a real impact.

If you are passionate, enthusiastic, and ready to contribute to a team that is making a real difference, we would love to hear from you. Your journey with Age UK Bolton could be the start of something truly special, not just for you, but for the many older people who rely on our support!

Thank you for considering joining our amazing team and the very best of luck in the recruitment process.

Kindest regards,

A handwritten signature in black ink that reads "Lauren McKechnie".

Lauren McKechnie
Chief Executive

About us

Age UK Bolton is an independent charity working to improve the lives of older people across the borough.

Established in 1947, our charity now supports over 10,000 of our borough's older people each year and contributes over £3 million to Bolton's economy. Through our wide range of services, we help people remain independent, active, and connected to their communities.

In addition to our charity services, we also operate Age UK Bolton Enterprises, our wholly owned trading arm. This dynamic and innovative division enables us to develop income-generating services like our cleaning and shopping offer, aiding our financial sustainability and ability to meet the evolving needs of older people.

Our vision is to create a borough where everyone can age well. By joining us, you'll help make this a reality.



Overview of the role

- Salary:** £26,696 pro rata (£10,678.38 actual salary)
- Contract:** 12 month fixed-term contract
- Hours:** Part time: 0.4 (2 days /14.4 hours) per week
- Responsible to:** Ageing Well Manager
- Responsible for:** Ageing Well Volunteers and, from time to time, other staff as directed by the Ageing Well Manager or Chief Executive.

A basic DBS check is required for this role.

Role purpose

To co-ordinate and deliver a variety of high-quality 'Ageing Well' services and activities designed to meet the needs and aspirations of older people in Bolton. These services aim to help older people remain safely at home, reduce loneliness and isolation, and support their mental, physical, emotional, and social well-being.



Key responsibilities

As Ageing Well Co-ordinator, you will be responsible for:

1. Service Development and Delivery

- Work with older people, Age UK colleagues, partners, and volunteers to develop and deliver a range of complementary services, including Befriending, Lunch & Leisure Clubs, physical and creative activity classes, and other initiatives that promote independence and well-being.
- Ensure services are inclusive and responsive to the diverse needs of older people, particularly those who are hard to reach or underrepresented.
- Take the lead in organising and delivering community activities and events, such as afternoon teas and group sessions for people living with long-term health conditions (e.g., dementia) and their carers.

2. Volunteer Coordination

- Working with the Volunteering Team Leader to recruit, train, and support a team of volunteers to deliver Ageing Well services, ensuring they feel valued, motivated, and equipped to carry out their roles.
- Match clients and volunteers for services like Befriending, monitor these relationships, and provide ongoing support to ensure a positive experience for all parties.
- Collaborate with the Volunteering Team Leader to identify new opportunities for volunteer involvement and to ensure compliance with volunteer policies and procedures.

3. Operational Support

- Provide practical support to ensure that activities, classes, and events run smoothly, maintaining a safe, stimulating, and welcoming environment for participants.
- Monitor and evaluate service delivery, collecting feedback and outcomes to inform learning, improve services, and meet reporting requirements for funders and commissioners.
- Maintain accurate and secure records of service users, volunteers, and activities, adhering to Data Protection policies and organisational privacy standards.

Key responsibilities

4. Advocacy and Engagement

- Actively engage with older people to understand their needs, preferences, and barriers to participation, using this insight to identify gaps in provision and inform service development.
- Proactively market and promote Ageing Well services to ensure wide awareness and engagement, building partnerships with local community groups and agencies to extend the programme's reach and impact.
- Represent Age UK Bolton at events and meetings to advocate for the needs of older people and raise the profile of Ageing Well services.

5. Monitoring and Reporting

- Collate and report on monitoring data from community groups and services on a quarterly basis, ensuring timely submission to the Ageing Well Manager and compliance with funder requirements.
- Produce case studies and outcome-based reports that demonstrate the impact of Ageing Well services on participants' lives.

6. Compliance and Quality Standards

- Ensure all services comply with organisational policies, including Health & Safety, Equality and Diversity, Confidentiality, and Data Protection, as well as relevant quality standards.
- Conduct regular risk assessments of activities and venues, addressing any issues promptly to maintain participant safety and well-being.

7. Flexible Working and Additional Duties

- Provide cover for Ageing Well colleagues or volunteers during absences or annual leave, as required within the remit of the specified hours.
- Undertake other duties as directed by the Ageing Well Manager or Chief Executive, consistent with the responsibilities of the post and the development of Ageing Well services.

Person specification

Essential skills and experience:

- Proven experience in coordinating or delivering community-based services, preferably for older people.
- Strong organisational skills with the ability to manage multiple activities, meet deadlines, and adapt to changing priorities.
- Experience of recruiting, training, and supporting volunteers.
- Strong interpersonal and communication skills, with the ability to build relationships with diverse groups of people, including older adults, volunteers, and partners.
- Proficiency in using ICT systems for record-keeping, monitoring, and reporting.
- Ability to drive with access to a taxed vehicle insured for business use.

Desirable skills and experience:

- Experience working with individuals with long-term health conditions, including dementia.
- Knowledge of issues affecting older people, such as loneliness, social isolation, and the importance of maintaining independence.
- Experience in marketing or promoting services to increase participation and engagement.

Attributes:

- Empathy, patience, and a genuine commitment to improving the lives of older people.
- Proactive, solution-focused attitude with a willingness to take initiative.
- Flexibility to work occasional evenings and weekends as required.

Recruitment process

Age UK Bolton is committed to equality, diversity, and inclusion and aims to make the recruitment process as accessible and person-centred as possible.

To apply, please send a CV and covering letter to recruitment@ageukbolton.org.uk. You can also post your CV and covering letter to Age UK Bolton, The Square, 53- 55 Victoria Square, Bolton, BL1 1RZ.

If you would like an informal conversation about the role or our organisation before submitting your application, please contact Lesley Simm on 01204 701525 or email lesleysimm@ageukbolton.org.uk

Closing date: Tuesday 1st April at 12.00pm

Interview date: Thursday 10th April at the Ageing Well Centre



Contact us

Age UK Bolton
The Square
53-55 Victoria Square
Bolton
BL1 1RZ

Email: enquiries@ageukbolton.org.uk
Phone: 01204 382 411
Website: www.ageuk.org.uk/bolton