

Recruitment Pack

Chief Operating Officer

Hello from our Chief Executive



Hello from our CEO!

Thank you for taking the time to learn more about this exciting opportunity with Age UK Bolton. Since 1947, Age UK Bolton has stood as a cornerstone of support, advocacy, and empowerment for older people in our borough. With a proud history rooted in community, we are now embarking on a new chapter—one that blends the strength of what we do best with fresh ambition, bold ideas, and a drive to meet the evolving needs of Bolton's older people.

This isn't just about filling a role; it's about finding a passionate leader to join us at a pivotal moment in our journey. As Chief Operating Officer (COO), you and I will work closely together to shape the future of our charity and Age UK Bolton Enterprises. Together, we will continue to champion Bolton's older people while stepping into new opportunities that ensure our work remains relevant, impactful, and deeply rooted in the needs of our communities.

As a pivotal member of our Senior Leadership Team, the COO will help navigate the challenges that charities across the sector continue to face—balancing financial sustainability, increasing demand, and changing external landscapes—whilst fostering innovation, seizing opportunities, and ensuring we deliver real and lasting impact. You will be instrumental in driving forward our vision and culture, shaping strategic decisions, and working collaboratively with colleagues, partners, and stakeholders to ensure Bolton's older people remain at the heart of everything we do.

If you're someone who thrives in a dynamic, forward-thinking environment, has the drive to innovate and create change, and shares our passion for making Bolton a place where older people can live and age well, we want to hear from you!

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

Job title: Chief Operating Officer

Salary: £50,012 per annum

Responsible to: CEO

Direct reports: Senior Services Manager and Strength and Balance Service Manager

The COO is a critical role in our organisation, responsible for strategic and operational leadership across:

1. Age UK Bolton Charity, where we deliver a range of health, wellbeing, and advice services that meet the needs of older people in our community.
2. Age UK Bolton Enterprises, our trading arm, focused on innovative, income-generating services.

This role serves as the Head of Health & Development, overseeing services that directly impact the lives of Bolton's older people. You'll exercise delegated authority and be the key deputy to the CEO, driving strategic initiatives and ensuring operational excellence.



What you'll be doing

As Chief Operating Officer, you will:

- **Lead and innovate:** Lead the strategic delivery of services such as Home from Hospital, Help at Home, Home Services, and Strength & Balance, ensuring they meet the highest standards of quality and impact.
 - **Drive enterprise growth:** Lead the development of new products and services within Age UK Bolton Enterprises, supporting sustainable income generation and extending our reach.
 - **Develop and inspire teams:** A pivotal member of the Senior Leadership Team and directly line managing the Senior Services Manager and Strength & Balance Service Manager, you'll actively lead a culture of collaboration, cohesion, and high performance.
 - **Collaborate strategically:** Collaborate with Bolton's health and care systems to champion the needs of older people.
 - **Diversify income:** Lead efforts to secure funding through innovative approaches, partnerships, and commissioning opportunities, ensuring financial sustainability.
 - **Represent the organisation:** Deputise for the CEO as required, acting as a trusted leader and ambassador for Age UK Bolton, and regularly report to the Board of Trustees (Charity) and Board of Directors (Enterprises).
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Who we are looking for

To excel in this role, you will:

- Be passionate about Bolton's communities and committed to enhancing the lives of older people through innovative, person-centred services.
- Have experience in health, wellbeing, or social enterprise, with an understanding of health-related system structures in Bolton and Greater Manchester.
- Demonstrate expertise in VCSE sector funding and commissioning, with a proven track record of business planning and diversifying income streams.
- Be a values-driven leader, skilled at developing cohesive teams and fostering a positive, person-centred organisational culture.
- Thrive in a high support, high challenge environment, excited by opportunities for personal and professional growth.
- Bring an established professional network, ideally within Greater Manchester, and a history of creating and leveraging impactful partnerships.
- Ideally, have experience working in the VCSE sector, with a strong connection to Bolton's communities and stakeholders.

Person specification

Essential:

- Proven leadership experience at a senior level within the charity, health or social enterprise sectors.
- Strong understanding of health-related system structures, particularly in Bolton and Greater Manchester.
- Demonstrable expertise in diversifying income streams and sustainable business planning.
- A track record of fostering collaboration and high-performing teams.
- Excellent communication and interpersonal skills, with the ability to influence stakeholders and build impactful partnerships.
- Knowledge of the VCSE sector and its unique challenges and opportunities.




Desirable:

- Direct experience in the VCSE sector within Greater Manchester.
- Established connections with Bolton's communities and stakeholders.
- Knowledge of Age UK Bolton's work, impact and ambitions.

Employee benefits

At Age UK Bolton, we are committed to supporting our employees. Benefits for this role include:

- Competitive salary: £50,012 per annum.
- Employer-matched pension contribution of up to 7%.
- Access to two employee health and wellbeing schemes.
- 25 days annual leave per year, plus bank holidays. This increases to 28 days after 5 years.
- Fully flexible working arrangements to support a positive work-life balance.
- Designated COO office at our town centre location, with opportunities for remote working as needed.

 Age UK Bolton  @ageukbolton  @ageukbolton



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.

- If you would like an informal conversation about the opportunity before applying, please contact Lauren McKechnie, CEO, at laurenmckechnie@ageukbolton.org.uk.
- The closing date for applications is **11.59pm on Sunday 2nd March 2025**.
- Interviews will be held in person on Monday 10th March 2025.

To apply, please submit the following to recruitment@ageukbolton.org.uk:

- Your CV.
- A cover letter, no more than two sides of A4, demonstrating how you meet the requirements outlined in this recruitment pack.

Shortlisted candidates will be provided with full details of the interview process, including:

- The names and roles of the interview panel members.
- The formal interview questions in advance.

We want candidates to feel prepared and supported throughout the process.



Why join us?

Joining Age UK Bolton as COO means being part of a team that truly makes a difference. You'll have the opportunity to:

- Lead innovative initiatives that directly impact older people in Bolton.
- Work alongside passionate and skilled colleagues in a values-driven organisation.
- Shape and develop new services, ensuring Age UK Bolton remains Bolton's trusted authority on ageing.

If this opportunity excites you, we'd love to hear from you!



Contact us

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