

Recruitment Pack

Volunteering Team Leader

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". The signature is written in a cursive, flowing style.

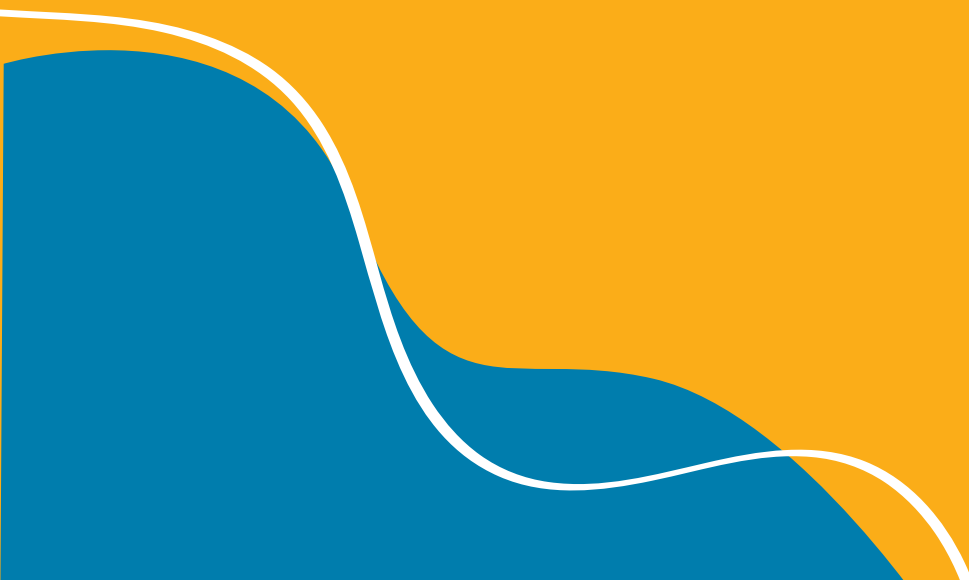
Lauren McKechnie
Chief Executive

About us

Age UK Bolton is an independent local charity which 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. 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.



Our vision

Vision

As we age we all have the necessary opportunity, information and support to enjoy an independent, fulfilled quality of life and make a valuable contribution to the communities in which we live and work.

Values

Inclusive listening, empathy, caring, responsive

Respectful dynamic, influential, ambitious, empowering

Mission

To be Bolton's leading authority on ageing well.



Our ambitions

We strive 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
- Be a sustainable, fit for purpose, relevant and evolving organisation focused on the needs and aspirations of Bolton's over 50s
- Value, respect and support our staff, volunteers, customers and partners
- Promote and support resilience among older people, ensuring their voices are heard and they are recognised
- Ensure that older people are listened to and that their views inform and influence both our work and wider service and policy development
- Deliver high quality accessible services, activities and learning opportunities, to enable those over 50 to remain safe, independent and mentally, physically and socially active



About the role

Job title: Volunteering Team Lead

Responsible to:	Corporate Service Manager
Responsible for:	Age UK Bolton Volunteers
Salary:	£29,267.47 FTE / £22,357.10 actual per annum
Hours:	27.5 hours per week on a flexible basis

Are you passionate about transforming lives and making a real impact in Bolton? Do you have the energy and enthusiasm to inspire and lead volunteers? Age UK Bolton is seeking a dynamic and engaging Volunteering Team Leader to join our dedicated team!

Overall job purpose

As our Volunteering Team Leader, you will be the heart and soul of our volunteer programme! Your mission is to recruit, support, and develop amazing volunteers who are passionate about making a positive impact on the lives of older people in Bolton.

You'll ensure our volunteers are well-trained and motivated, matching them with meaningful, mutually beneficial, opportunities that allow them to shine. By working closely with staff across the organisation, you will help implement a collaborative volunteering model that maximizes our impact and fosters a spirit of teamwork – securing Age UK Bolton as the best older people's charity to volunteer for and work with!



About the role

Key Responsibilities

- **Inspire and Recruit:** Attract and welcome a diverse range of enthusiastic volunteers to join our Age UK Bolton family, ensuring they find roles that excite and fulfil them!
- **Support and Develop:** Provide ongoing support and development for our volunteers, offering training programmes that empower them to grow and succeed.
- **Lead with Passion:** Oversee all aspects of volunteer management, from accessible recruitment and induction to training and ongoing development, making sure every volunteer feels valued and supported.
- **Champion Best Practices:** Keep our staff, trustees, and volunteers up-to-date with the latest best practices and any changes in legislation, ensuring we maintain high standards in all we do and are an example of best practice in volunteering in Bolton and beyond. This will include things such as appropriate Disclosure and Barring Service (DBS) checking etc.
- **Promote and Connect:** Actively seek out and promote volunteering opportunities and shout about its value and impact, building strong relationships with individuals, groups, and organisations across Bolton.
- **Collaborate and Innovate:** Work hand-in-hand with colleagues to develop and implement innovative volunteer management strategies that enhance our services and community impact.
- **Monitor, Evaluate and Evolve:** Ensure appropriate records, in line with data protection, are kept, regular and impactful reports are produced and practice is regularly reflected upon to continuously evolve and strengthen Age UK Bolton's volunteering programme and offer



Person Specification

Experience, Knowledge and Skills

Essential Criteria

Experience of recruitment, support and management of volunteers.

Assessment Method

Application/interview

Strong verbal and written communication skills, with the ability to relate to a diverse range of people.

Application/interview

Excellent interpersonal skills, with a friendly and professional manner and an empathetic approach.

Application/interview

Ability to assess and identify organisational and individual needs.

Application/interview

Effective partnership working and networking.

Application/interview

Flexible and non-judgmental approach.

Application/interview

Ability to manage a full workload with conflicting priorities and competing demands and deadlines.

Application/interview

IT literate, including familiarity with Microsoft Office and use of CRM software.

Application/interview

Experience of handling sensitive and confidential information.

Application/interview

Ability to demonstrate initiative and strong team-working skills.

Application/interview

Willingness to travel and be out and about connecting with people across Bolton

Application/interview

Desirable Criteria

Assessment Method

Experience of working with older people.

Application/Interview

Experience of working in, or knowledge of, the voluntary, community and social enterprise sector

Application/Interview

Experience of gathering, collating, analysing and presenting information in a clear and easily understandable format for a range of audiences.

Application/Interview

Recruitment process

To apply, please complete an [Application Form](#), which can be found on our website. Please note that CVs will not be accepted.

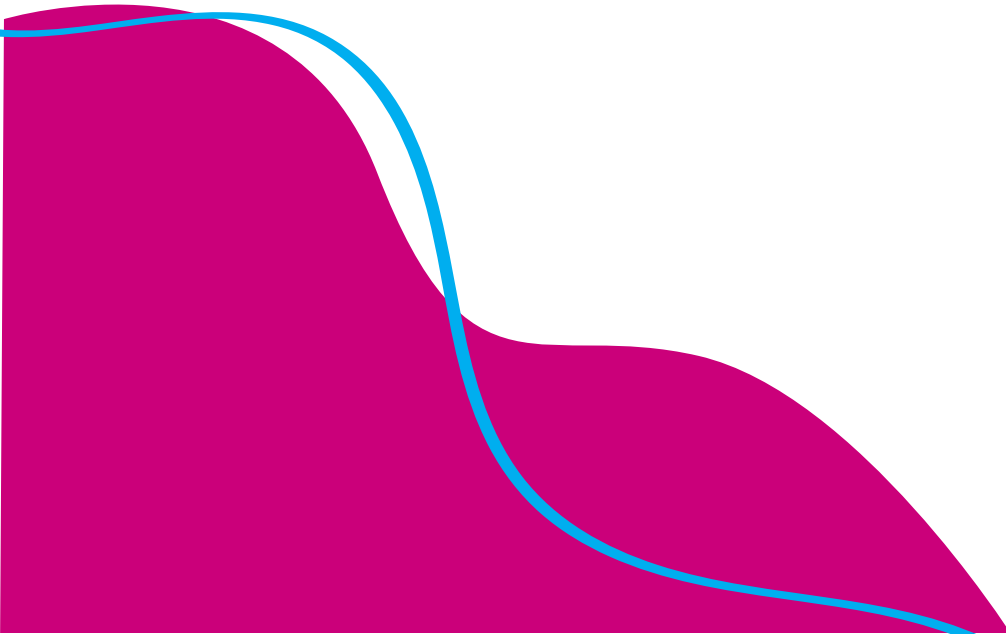
Please send completed applications to recruitment@ageukbolton.org.uk or to Age UK Bolton, The Square, 53- 55 Victoria Square, Bolton, BL1 1RZ

Further guidance on completing the Application Form is available [here](#).

If you would like an informal conversation about the role or our organisation before submitting your application, please contact Jim Beardsworth on 01204 382411 or email jamesbeardsworth@ageukbolton.org.uk

Closing date: 11.59pm Sunday 4th August 2024

Interview date: Morning of Monday 12th or Tuesday 13th August 2024





Contact us

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53-55 Victoria Square
Bolton
BL1 1RZ

Email: enquiries@ageukbolton.org.uk

Phone: 01204 382 411

Website: www.ageuk.org.uk/bolton