

Recruitment Pack

Facilities Officer

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

Facilities Officer

Salary:	£25,178.40
Contract:	Permanent
Hours:	36 hours per week
Responsible to:	Ageing Well Service Manager
Location:	Ageing Well Centre, Cross Street, Farnworth, BL3 7AG


Overall role purpose

The Facilities Officer plays a vital role at the heart of our Ageing Well Centre – helping ensure the building is a safe, welcoming and well-run space where older people feel comfortable, valued and supported.

This is a highly visible, people-facing role that combines front-of-house support, day-to-day building support and administration. Often the first person someone meets or speaks to, the Facilities Officer helps shape the everyday experience of everyone who visits the Centre – from older people attending activities, to volunteers, partners and members of the community.

Working closely with colleagues and volunteers, the postholder helps create a calm, friendly and well-organised environment that enables services and activities to run smoothly and safely, supporting our wider mission to help older people live independent, connected and fulfilled lives.

Main duties

- To provide a warm, professional and approachable front-of-house presence at the Ageing Well Centre
 - To ensure the Centre is safe, well-maintained and ready for daily activities and events
 - To support the smooth running of the building through practical facilities, administrative and compliance tasks
 - To build positive relationships with older people, volunteers and colleagues, ensuring everyone feels welcomed and supported
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Key responsibilities

As Facilities Officer, you will be responsible for:

1. Front of house and customer service

- Act as a welcoming and friendly first point of contact for visitors, older people, volunteers and partners, both in person and by telephone
- Provide clear, helpful information about Centre activities, services and room usage
- Take accurate messages and ensure enquiries are passed to the appropriate team promptly
- Manage room bookings and ensure spaces are prepared, set up and ready for meetings, activities and community use
- Build trusted, respectful relationships with older people attending the Centre, making sure they feel listened to and their feedback helps shape how the Centre operates

2. Day-to-day facilities support

- Open and close the building as required, ensuring the Centre is safe, secure and fully operational
- Carry out daily checks of the building, including lighting, heating, accessibility and general presentation
- Liaise with cleaners, handypeople and external contractors, monitoring work and following up on issues as needed
- Report repairs, maintenance issues or concerns promptly to the Facilities Contract Team and Ageing Well Service Manager
- Carry out practical tasks such as setting up rooms, replenishing supplies, light tidying and ensuring all areas remain clean, safe and welcoming
- Support the safe movement of furniture and equipment when required
- Ensure outdoor spaces, refuse and recycling areas are tidy, secure and well maintained

3. Safe working and compliance

- Carry out routine daily and weekly building safety checks, including ensuring escape routes are clear
- Support emergency evacuations, fire drills and incident response when required
- Act as a first point of contact for first aid support within the Centre
- Maintain accurate logs and records, such as incident reports, visitor sign-in sheets and meter readings
- Work in line with Age UK Bolton's health & safety policies and escalate any concerns immediately

Key responsibilities

4. Administrative support

- Maintain appropriate stock levels of cleaning products, kitchen items, refreshments, stationery and first aid supplies
- Support the collection of monitoring information, such as attendance figures and feedback forms
- Handle cash for activities in line with organisational policies and procedures
- Keep noticeboards up to date and help promote Centre activities in a clear, accessible way
- Update the Centre diary and keep volunteers informed about bookings, visitors, events and holiday periods

5. Supporting volunteers

- Provide day-to-day support and practical guidance to front-of-house and activity volunteers
- Help ensure volunteers feel welcomed, informed and confident in their roles
- Escalate any volunteer concerns or issues to the Volunteer Team Leader or Ageing Well Service Manager as appropriate

Person specification

Essential skills

Experience, skills and knowledge

- Friendly, approachable and confident engaging with older people and the public
- Good verbal and written communication skills
- Strong organisational and time-management skills
- Basic IT skills, including Microsoft Office
- Practical and willing to undertake light physical tasks as part of the role
- Reliable, proactive and able to work well independently and as part of a team
- Willingness to undertake relevant training, including First Aid at Work

Values and approach

- Commitment to equality, inclusion and the values of Age UK Bolton
- A positive, calm and professional approach to day-to-day challenges
- Pride in creating welcoming, safe and well-run spaces for others

Desirable skills

Experience, skills and knowledge

- Experience in a customer-facing, facilities, care-taking, reception or administrative role
- Experience of supporting or working alongside volunteers
- Interest in or experience of working with older people or within the voluntary and community sector

Work-related circumstances

- Ability to work flexibly with reasonable notice, including occasional events
- Ability to move furniture and safely undertake light manual tasks

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 Jayne Filio at jaynefilio@ageukbolton.org.uk or 01204 701525.

Closing date: Wednesday 27th May 2026 at 5.00pm

Interview date: Wednesday 3rd and Thursday 4th June 2026

Start date: Subject to DBS check and references



Contact us

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BL1 1RZ

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w: www.ageuk.org.uk/bolton