

## **Befriending Manager**

Fixed term to 31 March 2027

### **About us**

Age UK Leicester Shire & Rutland is more than a charity — we are a lifeline to older people in our local community. Part of our mission is to support older people in their everyday lives and help them to live independently.

### **About the role**

We are looking for a Befriending Manager to lead our three commissioned befriending services — the Gift of Friendship scheme in Leicester, Oadby and Wigston, the Rutland Befriending Service, and the North West Leicestershire Volunteer Visiting Scheme. It is a role with real scope: three services, a small team of co-ordinators, and the room to shape how they run.

This is a management role. You will line manage our Befriending Co-ordinators, oversee the recruitment and support of the volunteers who deliver the services, make sure quality, safeguarding and data standards are consistent across all three schemes, and meet the reporting requirements of three different funders. Our co-ordinators do the assessment, matching and casework; your job is to make sure they are well supported, that the systems around them work, and that we deliver what we have promised.

The post is fixed term to 31 March 2027, matching the current funding for the services.

### **What you'll be doing**

- Line managing the Befriending Co-ordinators — supervision, induction, probation, appraisal and day-to-day support.
- Overseeing the recruitment, induction, role management and ongoing support of befriending volunteers, and making sure they are recognised and retained.
- Making sure there are effective systems for referral, triage, allocation and case management, so that people are directed to the most appropriate support.
- Providing the KPIs and case studies each funder requires — monthly for Gift of Friendship, quarterly for North West Leicestershire District Council, and quarterly for Getting Help in Neighbourhoods in Rutland.
- Overseeing data quality, outcome monitoring and evaluation across the three schemes.
- Making sure safeguarding, risk management and lone working procedures are in place and followed, and that policies protect the people we support, our staff and our volunteers.
- Building positive working relationships with referral partners, community organisations and funders, and representing Age UK Leicester Shire & Rutland externally.

### **What we're looking for**

You will have supervised or co-ordinated staff or volunteers, run a service or project against agreed targets, and reported to funders or senior managers to deadline. Formal line management experience is welcome but not essential. You will bring a working knowledge of safeguarding adults, risk assessment and data protection, an understanding of what loneliness and isolation do to older people, and the organisational habits to keep three reporting cycles moving at once.

The three schemes are based in Leicester and Oadby and Wigston, Rutland, and North West Leicestershire, so you will be out and about across all three. You will largely set your own diary and the days are flexible, so the travel is yours to plan around. You will need to be able to get to all three areas, and mileage is paid at 40p per mile.

### **What we offer**

- 25 days' leave (pro rata) plus bank holidays, plus Christmas Eve and the Tuesday after Easter Monday.
- Pension scheme.
- Free on-site parking at Thorncroft, and a mileage allowance of 40p per mile for travel between sites.
- Training, regular supervision and a supportive team.

### **How to apply**

Please download an application form and the full person specification from our website. Completed applications or CVs should be sent to [jobs@ageukleics.org.uk](mailto:jobs@ageukleics.org.uk)

This post will remain open until it is filled. We will be reviewing applications and interviewing on a rolling basis, so early applications are encouraged. We reserve the right to close this advert early if a suitable candidate is found.

**Hours: 22.5 hours per week, flexible days**

**Salary: £18,442.97 per annum £15.72 per hour**

**Contract: Fixed term to 31 March 2027**

**Location: Thorncroft, 244 London Road, Leicester LE2 1RN, with travel across the city of Leicester**

**Closing date : 04/09/2026**

**Interview date : TBC**

**Interviews will be held at Lansdowne House, 113 Princess Road East, Leicester, LE1 7LA.**

Age UK Leicestershire & Rutland is an equal opportunities employer. We value diversity and are committed to creating an inclusive environment for all employees.