



Welcome from the Head of Operations

March 2026

Dear Applicant,

Thank you for your interest in the role of **Volunteer and Befriending Co-ordinator**

This is a fantastic opportunity for the right candidate to join Age UK Bexley and make a real difference to the organisation and to our clients.

We are looking for a committed and enthusiastic person who is flexible, with good IT skills, excellent inter-personal and communication skills and the ability to support and motivate volunteers to join our team supporting older people in the London Borough of Bexley

The job description and person specification for the role is attached.

To apply, please send your CV with an additional supporting statement on no more than 2 sides of A4, explaining how you meet the person specification, to the Head of Operations, Gemma Smith, at: gemma.smith@ageukbexley.org.uk.

The closing date for receipt of applications is Friday 3 April 2025 and we will be holding interviews on Thursday 9 April.

If you have not heard from us by 9 April, please assume that you have not been shortlisted for interview.

We look forward to hearing from you.

Yours faithfully,

Gemma Smith

Gemma Smith
Head of Operations

JOB DESCRIPTION

| | |
|------------------------|---|
| Job Title: | Volunteer and Befriending Coordinator |
| Responsible to: | Head of Operations |
| Hours: | 20 hours per week, worked over at least 3 days per week. |
| Salary: | £14,404 per annum for 20 hours per week |
| Location: | Based at the Belvedere Community Centre but attending other venues in the London Borough of Bexley when required. |

Job Purpose:

Recruiting volunteers for volunteer vacancies within Age UK Bexley, and ensuring that volunteers receive induction and training to equip them for their role within the charity.

Managing the Befriending service including recruiting and matching befrienders with clients; and building connections with care homes and sheltered housing schemes across the borough.

Main Duties

General

- Identify, in consultation with other staff, roles for volunteers and recruit accordingly
- To develop publicity, social media campaigns and other promotional materials that support the charity's recruitment of volunteers from all sectors of the borough's communities.
- To attend volunteer fairs and other events throughout the borough to promote the charity's volunteer opportunities
- To organise "drop in" sessions for prospective volunteers and answer enquiries in relation to roles that are being recruited to.
- To oversee the application and assessment process for prospective volunteers.
- To obtain references and complete DBS applications for new volunteers.

- To work with staff and departmental managers to ensure appropriate matching of volunteers to the demands of the role, our expectations, and responsibilities necessary to carry it out.
- To provide an induction programme for all new volunteers and to liaise with service managers on specialist or follow up training required.
- Monitor training for new and current volunteers on Flourish and support volunteers to complete training if required.
- To undertake an annual evaluation to ensure that volunteers feel supported and that the objectives they had when they decided to volunteer are being fulfilled.
- Ensure regular communication with volunteers including sending birthday and Christmas cards, organising events in Volunteers week and at Christmas, etc.
- To be a point of contact for volunteers who have any difficulties with their role that they feel unable to discuss with their manager, and to support volunteers where necessary through any dispute resolution process.
- Recruit and process volunteers for the befriending service.
- To complete matching visits at the start of the befriending journey.
- Provide regular one to one and/or group support and supervision for the befriending volunteers and complete 3 month and annual service reviews for volunteers and clients.
- To keep a record on charity log of the number of hours spent with clients via visit reports sent by volunteers.
- Advertise the befriending service to care homes and sheltered housing schemes to build new connections and opportunities for new volunteers.
- To provide reports on the service as requested by a senior manager.

Team Working

- Attend and actively contribute to staff Team Meetings
- Attend events that are held by local statutory bodies and other voluntary sector partners in the London borough of Bexley or those allied to the Age UK London network.

Other

- Use cloud based and online systems for statistical recording, record keeping and document production
- Promote all of Age UK Bexley’s services by giving talks to various groups, and by distributing leaflets and posters.
- Attending and participating in any training or development required to ensure personal and professional development.
- Actively implement the aims, principles and objectives of Age UK Bexley’s policies particularly those related to Safeguarding, Equalities, and Health and Safety.
- Carry out any other relevant tasks as required, to ensure the effective development of the organisation and the delivery of its services.

Person Specification:

| | Essential | Desirable |
|---|------------------|------------------|
| An understanding of the needs of older people living alone and in care homes, and the issues they face | Y | |
| Previous experience of working with and supporting volunteers | | Y |
| The skills/ability to motivate and support volunteers | Y | |
| Good presentation skills and the ability to deliver basic induction training for volunteers | Y | |
| IT literate and able to learn how to use new systems | Y | |
| Experience of working with a CRM database | | Y |
| Good organisational and administrative skills | Y | |
| A flexible approach to work | Y | |
| Good time management skills | Y | |
| Be reliable, trustworthy and conscientious | Y | |
| Friendly, empathetic, patient and understanding. | Y | |
| Confident communicator with the ability to respond calmly to people in difficult situations | Y | |
| Self motivated and able to work on own initiative | Y | |
| Driving licence and use of own transport | | Y |
| The ability to acquire an understanding of and a willingness to work within Age UK Bexley Policies and Procedures | Y | |