



# Recruitment Pack

## A Message from our Chief Executive

Thank you for your interest in Age UK Blackburn with Darwen and for considering joining us. We are a local organisation rooted in the local community in Blackburn with Darwen, with over 45 years' experience of working with older people. We are proud of the work we do and the difference we make to the lives of many each year. If you come and work for us you will join a team which is passionate about its work and delivering the best we can every day. You will also join colleagues who are welcoming, supportive and work as one team.

We strive to have a workforce who are proud to work with us and feel valued, supported and respected and actively encourage staff to contribute and be innovative. We are pleased to have recently successfully renewed our Investor in People accreditation.

We are working hard to encourage people from all backgrounds and communities to join our team as we know that having a diverse workforce helps us to be a better organisation. Through our Equalities, Diversity and Inclusion Action Plan we are aiming to continually improve and increase our inclusivity.

I hope that the information in this pack introduces our charity, encourages you that we are a great place to work and provides the information that you need to pursue your application.

We look forward to receiving your application.

A handwritten signature in black ink that reads "Vicky Shepherd".

Vicky Shepherd  
Chief Executive

## About Us

Welcome to Age UK Blackburn with Darwen. We are a charity working with and for older people and their families and carers, in Blackburn with Darwen in Lancashire. Through the services and support we provide we aim to promote independence, improve health and wellbeing and enable older people to access the information they need to make informed decisions about their lives. We work with older people to use their own networks, skills and abilities and to encourage active ageing, along with supporting the most frail and vulnerable to continue having a fulfilling life.

## Our Vision

For all older people in Blackburn with Darwen to have the opportunity to live the life they choose

## Our Mission

To listen to the diverse voices and views of local older people and use these to influence both our own and others priorities. To deliver quality, person centred services which meet local needs and maximise independence.

## Our Organisational Values

We will

- Treat people with respect and dignity
- Listen and respond to people's views
- Recognise and respond to the diversity of individuals
- Recognise and maximise the contributions individuals can make
- Care about each individual and be passionate in what we do
- Encourage and support innovation

## Our Operating Principles

We will

- Be customer led and responsive to changing needs
- Offer effective services delivered by a professional and trained workforce
- Work in partnership to achieve the best result for local older people
- Be efficient and offer the best value we can
- Have a workforce we are proud of who are proud to work for us and who feel valued, supported and respected
- Strive for continuous improvement, providing quality services and ensuring we meet all legislative and regulatory requirements
- Work as one team to meet our aims and objectives

## Our current services include:

- Advice & Information
- Community day care
- Befriending and social inclusion programmes
- Active ageing physical activity programme
- Nail care
- Digital inclusion programme
- Dementia support
- Here to Help Integrated care service

We are an independent charity responsible for raising all our own funds which we do through our retail charity shop in Darwen, a community fundraising programme and securing a range of contract and grant funding. As a brand partner of the national Age UK network, we also help to be the voice of older people through campaigning and influencing. Our team of over 60 fantastic volunteers provide support right across our services and activities bringing their skills, knowledge and experience to add value to the organisation.

## Why work for us?

We are quality assured, holding the **Age UK Charity Quality Standard** and the externally accredited **ISO9001** and we are an **Investor in People** accredited employer. We are an Age Friendly and Disability Confident employer and also have the Lancashire LGBT quality standard in place.

We have an ongoing workforce training and development plan in place to support colleagues to continue to develop their skills and knowledge and reach their full potential.

Respondents to our 2023 annual staff survey

- 100% of colleagues said we were a good place to work
- 100% of colleagues said they felt we looked after them as an employer
- 100% of colleagues reported feeling involved with decisions and plans affecting their work

During our recent Investor in People reassessment colleagues told the assessor:

- it's a great place to work
- they love the friendly, 'one team' approach which has been fostered
- our managers, including senior leaders, are seen as effective at leading, managing and developing our team
- our very caring and, at times, flexible working practices, are appreciated by staff

*'It's wonderful. I've worked for several companies and this is genuinely the most together I have ever felt an organisation to be. Everybody is genuinely pulling in the same direction. No competition, no conflict. The end goal is what everybody cares about. It's just lovely.'*

## Employee Benefits

- A friendly, caring and inclusive culture
- Flexible working options including working remotely and hybrid working
- 35 hour full time working week
- 22 days annual leave per year plus statutory Bank Holidays and the period between Christmas and New Year
- Extra annual leave based on length of service
- Employee Assistance Programme
- We pay more than minimum Workplace Pension contributions
- Workforce wellbeing support
- Cycle to Work scheme
- Access to the Blue Light Card scheme
- Generous mileage allowance for eligible roles
- Access to free accredited training and development

**If this sounds like the kind of place you would like to work, we would love to hear from you!**



Last reviewed January 2023

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