

Bolton age UK
Let's change how we age

Recruitment Pack

Engage Coordinator

Hello from our Chief Executive



Welcome!

Thank you for taking the time to explore this opportunity with Age UK Bolton.

I'm delighted you're considering joining our team!

Age UK Bolton has proudly supported older people across our borough since 1947. Today, we're one of Bolton's leading charities, working with over 10,000 of older people each year while helping shape conversations about ageing well, prevention and stronger communities.
We're ambitious about what comes next.

As an organisation, we're continually evolving, looking for better ways to support older people, strengthen partnerships and create lasting impact. That means we value people who bring ideas, curiosity and a willingness to work collaboratively. We want people who care about doing good work, but who also enjoy being part of a team that encourages learning, development and trying new approaches.

Above all, we're a people organisation. Our clients, volunteers, partners and colleagues are at the heart of everything we do. We work hard, we support one another, we celebrate success together and we never lose sight of why our work matters.

If you decide to join Age UK Bolton, you'll be making a genuine contribution to the lives of older people across our community while becoming part of an organisation that's full of energy, purpose and optimism for the future.

Thank you again for considering Age UK Bolton. I hope this pack gives you a flavour of who we are, what we value and what it might feel like to be part of our team.

I wish you every success throughout the recruitment process.

Kindest regards,

Lauren McKechnie

Lauren McKechnie
Chief Executive, Age UK Bolton
Chair, Age UK Greater Manchester Collective

Bolton age UK Let's change how we age

Greater Manchester age UK Collective

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 Engage, our wholly owned trading arm. This dynamic and innovative division enables us to develop income-generating services including Cleaning and Shopping and Handywork and Gardening, aiding our financial sustainability and ability to meet the evolving needs of older people.

Our employer commitments

disability confident COMMITTED

We're an Age-friendly Employer

SUPPORTER COMMITTED TO GOOD EMPLOYMENT IN GREATER MANCHESTER

Living Wage Employer



Our vision is to create a Bolton borough where everyone can age well. By joining us, you'll help make this a reality.

Staff benefits

Working in the charity sector can be rewarding - but that doesn't mean you have to miss out on other benefits too. As a thank you for their hard work, we offer our staff a range of benefits for their health, general wellbeing and leisure time.

Our staff benefits

- Employer-matched pension contribution of up to 7%
- We are proud to be an accredited Real Living Wage employer
- Blue Light Card discount, with discounts on over 15,000 brands
- Access to the Bupa Employee Assistance Programme (EAP) for wellbeing and mental health support
- Level 1 Membership of UK Healthcare, our health cash plan provider
- Access to the Age UK Discounts Portal (provided by Aon), giving you money-saving offers and discounts on everyday shopping from a wide range of popular brands
- Membership of Tickets for Good, providing free and discounted tickets to events, attractions and experiences as a thank-you for working in the charity sector



Overview of the role

Salary:	£23,604.84 per annum (FTE £ 29,506.05)
Contract:	Part-time
Hours:	28.8 per week (0.8 FTE)
Responsible to:	Engage Service Manager
Location:	Age UK Bolton office, with travel across Bolton as required
Working pattern:	Can be worked flexibly over four or five days by agreement

About Engage

Engage is the social enterprise arm of Age UK Bolton, a well-established and trusted local charity. It provides practical, paid services that help older people remain independent, safe, and well in their own homes and communities.

Our established offer includes Home Services, providing cleaning and shopping support, alongside our Handyperson and Gardening services.

Engage has an important dual purpose: providing high-quality services that older people value and trust, while generating unrestricted income to reinvest in Age UK Bolton's wider charitable work.

We have strong foundations and are ambitious about what Engage could become. We want to grow the reach and income of our existing services while developing new opportunities that respond to the changing needs of an ageing population and our local communities.

Purpose of the role

To support the effective day-to-day operation of Age UK Bolton's Engage services, providing high-quality coordination, client assessment and administrative support.

The postholder will undertake home assessments and reviews, coordinate client services, support payroll, direct debit and financial administration, maintain accurate records and provide administrative and telephone cover across Engage as required.

Working closely with the Engage Service Manager and the wider Engage team, the postholder will help ensure that clients receive a responsive, well-organised, and high-quality service and will contribute to a positive, collaborative, and solution-focused culture across Engage.

The role has no formal line-management responsibility.

Key responsibilities

Client Assessment and Coordination

- Undertake home assessments and reviews with clients, identifying their needs and the most appropriate Engage services.
- Explain service arrangements, charges and payment methods clearly and sensitively.
- Set up new services, complete relevant documentation and ensure client and service records are accurate and up to date.
- Coordinate changes to client services and respond to routine operational issues, cancellations and queries.
- Liaise with clients, relatives, carers, operational staff and professionals as appropriate.
- Identify changes in client needs and support appropriate signposting or referrals to other Age UK Bolton or external services.

Service Quality and Client Support

- Maintain regular contact with clients and undertake planned service reviews and quality checks.
- Respond promptly and professionally to client concerns and support the resolution of day-to-day service issues.
- Gather client feedback and contribute to service improvement, outcomes and case studies.
- Support a consistent and high-quality customer experience across Engage services.
- Escalate complaints, safeguarding concerns, significant risks and staffing or performance concerns to the appropriate manager.

Financial and Payroll Administration

- Administer client payment arrangements, including direct debits, and maintain accurate financial records.
- Check and process timesheets and information required for payroll in accordance with agreed procedures and deadlines.
- Identify and resolve routine discrepancies, and escalate significant or unresolved issues as necessary.
- Provide accurate financial and operational information to the Engage Service Manager as required.
- Ensure financial and personal information is handled securely and confidentially.

Administration and Service Cover

- Provide administrative and telephone cover across Engage as required to ensure continuity of service.
- Respond to enquiries and referrals and provide clear and accurate information about Engage services.
- Arrange assessments, reviews and appointments.
- Maintain accurate electronic and paper records and produce routine correspondence and service documentation.

Monitoring and Reporting

- Maintain accurate records of client activity, service delivery and other required information.
- Support the collection and collation of data relating to activity, service hours, income, client feedback and agreed KPIs.
- Provide operational information to support management reporting, service planning and development.
- Identify and highlight recurring issues, gaps, trends or opportunities to the Engage Service Manager.
- Contribute ideas and suggestions that improve efficiency, service quality and the client experience.

Key responsibilities

Team and Organisational Culture

- Work collaboratively with colleagues to support a positive, inclusive and solution-focused culture across Engage and the wider organisation.
- Contribute to a culture of high standards, accountability, continuous improvement and excellent customer service.
- Promote Age UK Bolton's values and demonstrate these through day-to-day behaviours and relationships with clients, colleagues and partners.
- Support effective team working through clear, appropriate and professional communication, open information sharing and a willingness to work constructively with colleagues.
- Respond positively and professionally to change, remain adaptable to changing service needs and contribute constructively to service development.
- Build effective working relationships across Age UK Bolton and support a joined-up approach to meeting the needs of clients.
- Be receptive to feedback and use it constructively to support own development, working relationships and service improvement.
- Take accountability for own actions, decisions and communication, and address issues in a professional and constructive manner.
- Raise concerns through appropriate organisational channels and contribute to their resolution in a professional and solution-focused way.

General Responsibilities

- Work in accordance with Age UK Bolton's policies and procedures, including safeguarding, confidentiality, data protection, equality and health and safety.
- Maintain appropriate professional boundaries and recognise and escalate concerns appropriately.
- Treat clients, colleagues and partners with dignity, respect and professionalism.
- Promote equality, diversity and inclusion in all aspects of the role, recognising and responding appropriately to the diverse needs, circumstances and experiences of clients and colleagues.
- Attend and contribute to meetings, training and development activities as required.
- Take responsibility for own learning and professional development.
- Promote the wider Age UK Bolton offer and connect clients with other services and support where appropriate.
- Undertake other reasonable duties appropriate to the level and purpose of the post.

Role Boundary

The Engage Coordinator is responsible for supporting and coordinating day-to-day operational activities and may liaise with colleagues regarding client arrangements, service changes, timesheets and other routine operational matters.

The role carries no formal line-management responsibility or delegated management authority.

The postholder may coordinate operational activities with colleagues, as required, to support effective service delivery; however, this does not extend to the formal supervision or management of staff. One-to-ones, performance management, sickness and absence management, conduct, capability, disciplinary matters and other formal people-management responsibilities remain with the Engage Service Manager.

Person specification

Essential experience and knowledge

- Experience of working within a customer-focused, community, health, social care or similar service environment.
- Experience of undertaking administrative duties and maintaining accurate records.
- Experience of coordinating services, appointments, visits or other operational activity.
- Experience of dealing directly with clients or customers and resolving day-to-day issues.
- Experience of working with financial information, payments, payroll information, timesheets or similar processes.
- Understanding of confidentiality, data protection, safeguarding and professional boundaries.
- Good IT skills, including Microsoft Office and the ability to use electronic record systems.

Essential skills and attributes

- Excellent communication and interpersonal skills, with the ability to communicate effectively and sensitively with a wide range of people.
- Strong organisational skills and the ability to prioritise a varied workload.
- Good attention to detail and confidence in working with numerical and financial information.
- Ability to use initiative and take responsibility for resolving routine operational issues.
- Ability to recognise when an issue needs to be escalated to a manager.
- Ability to work effectively both independently and collaboratively as part of a team.
- A positive, flexible and solution-focused approach.
- Commitment to providing excellent customer service.
- Professional, approachable and reliable.
- Commitment to Age UK Bolton's values and to supporting a positive and inclusive organisational culture.
- Commitment to equality, diversity and inclusion, with the ability to work respectfully and sensitively with people from a wide range of backgrounds and circumstances.
- Ability to communicate clearly, appropriately and professionally with clients, colleagues and partners.
- Ability to work constructively and collaboratively with colleagues across Engage and the wider organisation.
- Ability to respond positively and professionally to change and to be receptive to feedback.
- Willingness to take accountability for own actions, decisions and communication, and to raise concerns appropriately through agreed organisational channels.

Person specification

Desirable

- Experience of undertaking home assessments or client reviews.
- Experience of working with older people.
- Experience within the voluntary, community, health or social care sector.
- Experience of direct debit, payroll or timesheet administration.
- Experience within a paid-for service or social enterprise.
- Experience of supporting service monitoring, performance reporting or quality assurance.

Additional Requirements

- Ability and willingness to undertake home visits and travel across the Bolton area.
- Ability to work the agreed flexible four or five day arrangement.
- Willingness to undertake relevant training and development.

This job description outlines the main duties and responsibilities of the post and is not intended to be exhaustive.

Duties may be reviewed from time to time to reflect the changing needs of Age UK Bolton and the Engage service, following discussion with the postholder and provided that they remain appropriate to the level and purpose of the role.

Recruitment process

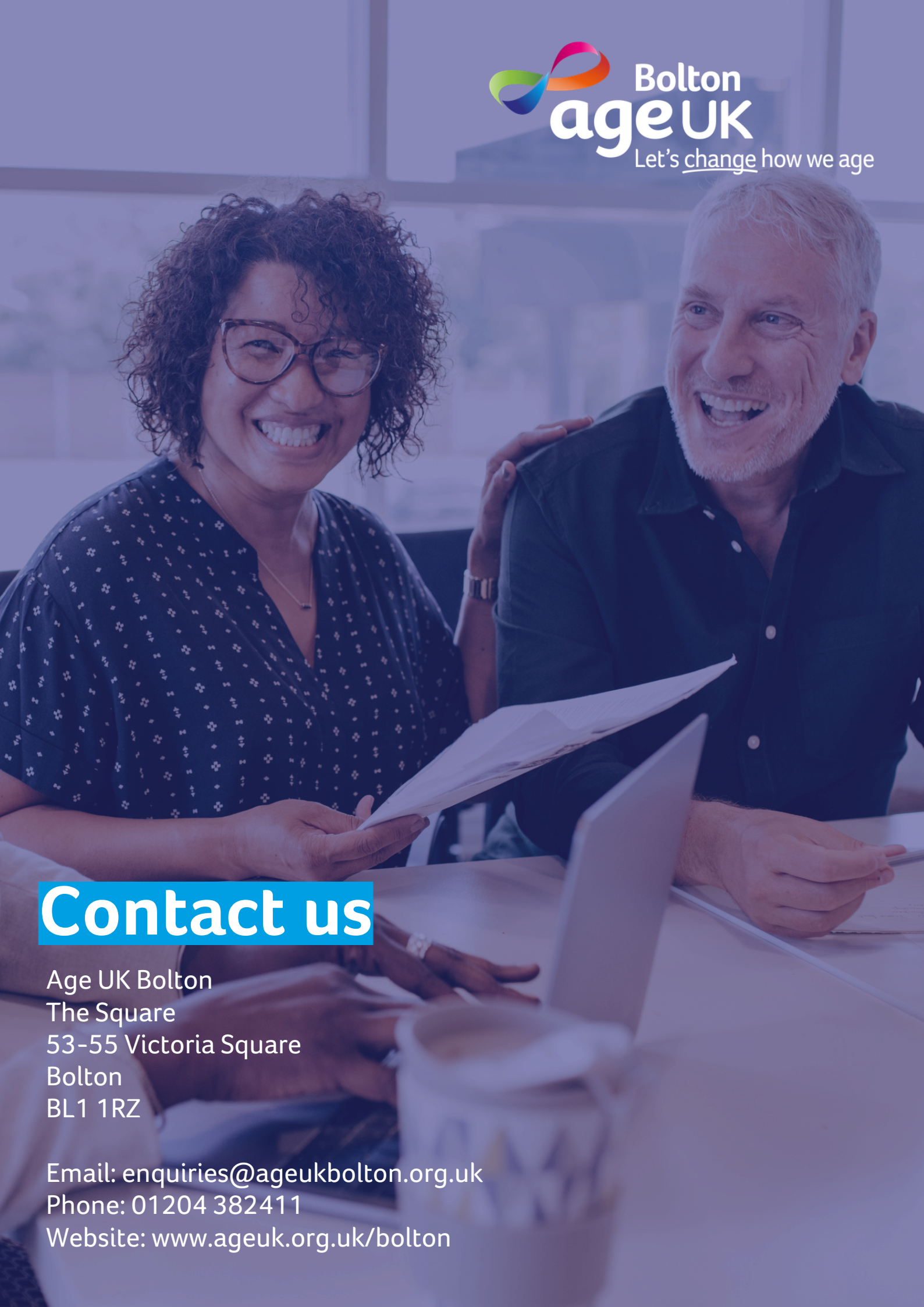
Age UK Bolton is committed to equality, diversity, and inclusion and aims to make the recruitment process as accessible and person-centred as possible.

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 Vicky Hitchen via email on vickyhitchen@ageukbolton.org.uk or by phone on 01204 382411.

Closing date: Monday 30 November 2026 at 12pm
Interview date: Thursday 10 December 2026





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Contact us

Age UK Bolton
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Bolton
BL1 1RZ

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Website: www.ageuk.org.uk/bolton