

Recruitment Pack

Admin Officer (Enterprises)

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". The signature is written in a cursive, flowing style.

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

Salary:	£10,483.20 (FTE £23,587.20)
Contract:	Permanent (subject to a probation period of 6 months)
Hours:	16 hours per week
Responsible to:	Enterprises Team Leader
Location:	Age UK Bolton, The Square, 53-55 Victoria Square, Bolton BL1 1RZ

Overall role purpose

To provide comprehensive administrative and operational support across all services within the Enterprises division, including Home Services (Cleaning and Shopping), Handyperson Service, Help at Home in partnership with Home Instead and Caring for You Too in partnership with Bolton Carers Support. The postholder will play a vital role in coordinating appointments, handling enquiries, maintaining accurate records, and supporting the day-to-day operations and growth of social enterprise activities at Age UK Bolton.



Key responsibilities

As Admin Officer (Enterprises), you will be responsible for:


1. Administrative Support

- Provide day-to-day administrative assistance to the Enterprise's team, including scheduling appointments, preparing service rotas, and managing communications.
- Input, update, and maintain accurate service user records, job logs, invoices, and monitoring data using Age UK Bolton's internal systems (e.g., CharityLog).
- Support the recruitment, onboarding, and rota coordination of Home Services Assistants, Handypersons, and volunteers.
- Process referrals, enquiries, and service requests efficiently and professionally, liaising with clients, family members, staff, and partners as required.

2. Client Interaction

- Communicate with empathy and respect during each client interaction.
- Signpost clients to additional Age UK Bolton services or external support when needs are identified.

3. Operational Support

- Maintain stock levels and order the necessary equipment and materials to deliver services, including uniforms and personal protective equipment (PPE).
 - Collate and submit accurate service performance reports and client satisfaction feedback.
 - Support the smooth operation of the Enterprise's office function, including data entry, emails and telephone calls.
 - Customer and Stakeholder Liaison
 - Be a key point of contact for clients, handling calls and emails with warmth, professionalism, and discretion.
 - Follow up on outstanding tasks or actions with internal staff and clients.
 - Assist with marketing and promotion of services as required.
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Key responsibilities


4. Financial Administration

- Support invoicing processes and payment tracking for clients and services, working closely with the Enterprise Team Leader and the finance team.
- Reconcile payments received and flag any discrepancies or queries promptly.

5. Compliance and Conduct

- Follow Age UK Bolton's safeguarding, health & safety, and data protection policies at all times.
- Maintain professional boundaries and confidentiality in all client interactions.

6. Promotion and Team Collaboration

- Promote the Charity and Enterprise's offer positively.
 - Collaborate with the wider Charity and Enterprise teams to share knowledge and enhance service delivery.
 - Attend supervision sessions, meetings, and training as required.
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Person specification

Essential skills and experience:

- Proven experience in an administrative or coordination role.
- Strong IT skills, including Microsoft Office and data management systems.
- Excellent organisational and time management skills.
- Strong written and verbal communication skills.
- A positive, can-do attitude with the ability to multitask and adapt in a busy environment.
- Commitment to Age UK Bolton's values and to supporting older people to live well and independently.

Desirable skills and experience:

- Experience using CharityLog or similar CRM systems.
- Experience working in a customer-facing or care/support setting.
- Knowledge of safeguarding, GDPR, and confidentiality protocols.

DBS and training requirements

- Empathy, patience, and a genuine commitment to improving the lives of older people.
- Proactive, solution-focused attitude with a willingness to take initiative.
- Flexibility to work occasional evenings and weekends as required.

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 14th July 2025 at 10.00am

Interview date: Monday 21st July 2025

Start date: Subject to DBS clearance and references



Contact us

Age UK Bolton
The Square
53-55 Victoria Square
Bolton
BL1 1RZ

Email: enquiries@ageukbolton.org.uk
Phone: 01204 382 411
Website: www.ageuk.org.uk/bolton