

Recruitment Pack

Ageing Well Officer (Befriending)

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".

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

Ageing Well Officer (Befriending)

Salary:	£12,589.20 (£25,178.40 FTE)
Contract:	Fixed-term (3 years)
Hours:	18 hours per week
Responsible to:	Ageing Well Service Manager
Location:	Ageing Well Centre, Cross Street, Farnworth, BL4 7AG


Overall role purpose

The Ageing Well Officer (Befriending) plays a warm and supportive role in helping older people feel connected, listened to and supported through Age UK Bolton's befriending services.

Working alongside the Ageing Well Coordinator, the postholder supports the smooth running of day-to-day administrative and service tasks — from volunteer recruitment and matching through to regular check-ins and programme endings. Although largely office-based, the role has a meaningful impact on both volunteers and older people by helping to maintain safe, positive and relationship-led connections.

Through care, organisation and clear communication, the Ageing Well Officer helps contribute to a well-run, welcoming service that supports older people to build confidence, reduce loneliness and feel part of their community.

Main duties

- To support the recruitment, onboarding and coordination of befriending volunteers
 - To administer the matching, monitoring and review of befriending relationships
 - To ensure accurate record keeping, monitoring and reporting in line with Enabling Connections outcomes
 - To provide high-quality administrative support to the Ageing Well Coordinator
 - To contribute to a safe, well-organised and responsive befriending service for older people
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Key responsibilities

As Ageing Well Officer (Befriending), you will be responsible for:


1. Volunteer Coordination and Administration

- Support the recruitment of befriending volunteers, including making initial contact, arranging interviews and supporting onboarding processes
- Maintain accurate volunteer records, including availability, preferences, DBS status, training and reviews
- Act as a point of contact for volunteers regarding schedules, queries and day-to-day support
- Support volunteer engagement, retention and satisfaction through regular communication
- Escalate any concerns or issues to the Ageing Well Coordinator as appropriate

2. Matching and Befriending Support

- Match befriending volunteers with suitable befriendees, taking account of interests, preferences, availability and support needs
- Introduce and set up new befriending relationships, ensuring boundaries and expectations are clear
- Monitor befriending matches over the course of the programme, maintaining regular check-ins
- Record progress, feedback and any changes within agreed systems
- Support endings and move-on plans in line with the Enabling Connections model

3. Monitoring, Data and Programme Support


- Maintain accurate, up-to-date case records for volunteers and befriendees
 - Support the collection of outcomes, feedback and monitoring data
 - Contribute to tracking programme activity, throughput and waiting lists
 - Ensure documentation aligns with safeguarding, GDPR and organisational policies
 - Support reporting requirements for internal monitoring and funders
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Key responsibilities

4. Administrative and Office Support

- Manage befriending referrals, enquiries and waiting lists
- Schedule meetings, reviews and volunteer check-ins
- Maintain electronic and paper filing systems
- Support the coordination of training sessions, briefings and meetings
- Contribute to the continuous improvement of systems and processes within the befriending service

5. Safeguarding and Quality

- Work within Age UK Bolton's safeguarding policies and procedures
 - Identify and report safeguarding concerns promptly to the appropriate lead
 - Ensure befriending relationships are reviewed regularly and remain safe and purposeful
 - Support a "light but safe" approach in line with Enabling Connections principles
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Person specification

Essential skills

Experience, skills and knowledge

- Experience in an administrative or support role
- Strong organisational and time-management skills
- Confidence using IT systems, including Microsoft Office and databases
- Clear, professional written and verbal communication skills
- Ability to manage multiple tasks accurately and methodically
- Ability to work independently while contributing positively to a small team

Values and approach

- Commitment to Age UK Bolton's values and to supporting older people
- Calm, reliable and proactive approach
- Strong attention to detail and respect for confidentiality
- Positive, solution-focused attitude

Desirable skills

Experience, skills and knowledge

- Experience of supporting or coordinating volunteers
- Experience of working within befriending, loneliness or wellbeing services
- Understanding of safeguarding in a community or voluntary sector setting
- Interest in outcome-focused or time-limited support models

Work-related circumstances

- Ability to work flexibly within agreed hours
- Willingness to undertake relevant training

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 Jayne Filio at jaynefilio@ageukbolton.org.uk or 01204 701525.

Closing date: Friday 5 June 2026 at 5.00pm

Interview date: Thursday 11 June 2026

Start date: Subject to DBS check and references



Contact us

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BL1 1RZ

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w: www.ageuk.org.uk/bolton