

Recruitment Pack

Ageing Well Team Leader

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.

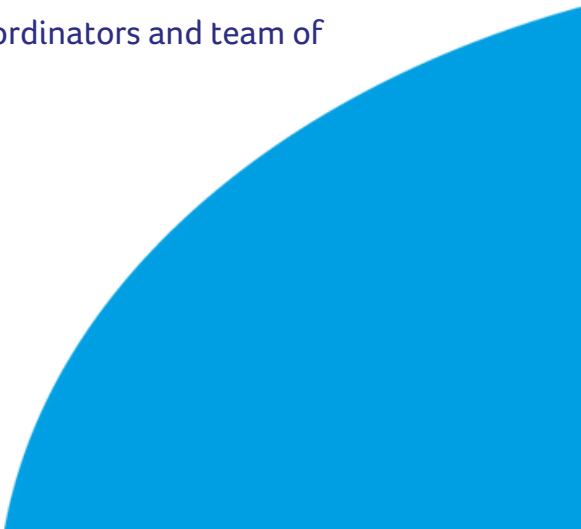
Our vision is to create a borough where everyone can age well. By joining us, you'll help make this a reality.



Overview of the role

Salary:	£27,130.50 starting salary (raising to £30,145 after 12 months). Negotiable for an exceptional candidate.
Location:	Ageing Well Centre, Farnworth, Bolton, BL4 7AG. Occasionally you may be required at our office at The Square, Bolton, or other venues in relation to the role and service needs.
Contract:	Permanent (subject to a successful probation period of 6 months)
Hours:	Full time (36 hours) Normal working hours are Monday – Friday 8.30am – 4.30pm. Willingness to work flexibly and support at occasional evening or weekend events.
Responsible to:	Head of Ageing Well
Responsible for:	Day-to-day leadership and support of a team of Ageing Well Co-ordinators, team of volunteers and, from time to time, other staff as directed by the Head of Ageing Well or Chief Executive.

Overall role purpose

- Lead and develop the Ageing Well Centre as a clean, safe, vibrant, welcoming hub for older people, staff, carers, volunteers and partners.
 - Responsible for the ongoing and practical day-to-day operations, premises, health and safety and facilities management and compliance at the Ageing Well Centre, also contributing to its longer term strategic development and improvement.
 - Create an environment that promotes wellbeing, inclusion, and community spirit, ensuring as the first point of contact at the centre, every visitor feels welcomed, valued and connected to Age UK Bolton.
 - Day-to-day leadership and support of the Ageing Well Coordinators and team of volunteers.
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Key responsibilities

As the Ageing Well Team Leader, you will be responsible for:

1. Support and Development

- Empower and support a team of Ageing Well Coordinators and centre-based volunteers to deliver high-quality activities and services, providing day-to-day leadership, guidance and support.
- Work in collaboration with the Volunteering Team Leader to recruit volunteers and undertake relevant volunteer inductions, assisting with any relevant training.
- Foster a positive, person-centred team culture that reflects our values and encourages growth, collaboration, and creativity.

2. Facilities Management

- Lead all aspects of the Ageing Well Centre's operations, including facilities management, health and safety, compliance, stock management and front-of-house service.
- Open and secure the building and outside areas daily, manage contractors, report and oversee maintenance tasks and supervise cleaning teams, and carry out occasional emergency cleaning.
- Monitor utilities and carry out daily, ongoing and seasonal safety checks, undertaking minor repairs if needed.
- Ensure the centre runs smoothly, safely, and efficiently, maintaining high standards in every detail.

3. Safety and Compliance

- Take the lead on compliance and safety across the centre and Ageing Well activities.
- Ensure timely completion of Ageing Well risk assessments and compliance checks such as, but not limited to, fire safety, Legionella testing, PAT testing, PPE provision, and building continuity planning.
- Hold or work towards First Aid at Work certification and act as first responder for centre-based emergencies.
- Uphold safeguarding, equalities, data protection and other Age UK Bolton policies in all areas of work.

4. Promotion and Connection

- Welcome visitors; answer and signpost queries and promote Ageing Well activities and events.
- Lead on Ageing Well enrolment; oversee room bookings and tutor agreements, and undertake the practical daily setup, prep and close-down for our centre-based activities and events.
- Build strong relationships with participants, volunteers, tutors, staff and community partners to grow engagement and impact across Bolton.

Key responsibilities

4. Collaboration and Innovation

- Collaborate with colleagues across Age UK Bolton to develop and coordinate new Ageing Well activities, helping grow services and diversifying income streams.
- Co-ordinate the Wheelchair Loan service, oversee and manage the snack bar.
- Contribute to service planning and development, bringing fresh ideas and practical solutions to enhance our offer.

5. Monitoring and Evaluation

- Maintain accurate and timely records, both paper-based and electronic, including but not limited to enrolment forms, client data, tutor agreements, building checks, facilities management and compliance records and other activity, centre or volunteer related documents.
- Handle activity-related cash, invoices, donations, and petty cash, ensuring timely banking and reporting.
- In line with data privacy and GDPR, collect data, feedback and case studies, and contribute to quarterly reports, using insights to continuously help improve the Ageing Well programme and centre operations.



Person specification

Essential criteria

1 Knowledge and Skills

- Strong verbal and written communication skills; able to relate to a diverse range of people and build positive relationships with stakeholders including staff, clients, carers, volunteers, tutors, and external partners.
- Strong leadership and people management skills with the ability to motivate and support staff and volunteers.
- Excellent organisational and time-management skills, with the ability to manage multiple responsibilities, conflicting deadlines and respond positively to changing priorities.
- Practical problem-solving skills and a hands-on approach to facilities and maintenance tasks; able to supervise and engage with contractors, cleaning staff and compliance professionals, ensuring timely completion of health & safety tasks and maintenance work.
- Knowledge of health and safety principles, facilities management, and compliance procedures (e.g., fire safety, Legionella, PAT testing).
- Understanding of adult safeguarding, equality, diversity, and data protection.
- Understanding of GDPR and data privacy principles in relation to service delivery and record keeping.
- Willing and able to prepare and set up daily activities and events with room changes during the day, and tidy and close down afterwards, also providing practical cover when volunteers are unavailable.
- Person-centred and empathetic with an understanding of the issues affecting older people, and a commitment to improving their lives.
- Collaborative and creative, with a proactive attitude to service development; ability to contribute to service planning and development with creative and practical solutions.

2. Experience and Qualifications

- IT proficiency, including Microsoft Office and database systems. Willing to undertake training and engage with new technology as required for the role.
- Competence handling financial transactions, petty cash, and basic budgeting.
- Experience of monitoring and evaluation, collecting and analysing data and anecdotal feedback; writing reports to meet required deadlines.
- Willing to undertake training as required for the role such as food hygiene, health and safety and to attend staff training events.

Person specification

Desirable criteria

- Relevant vocational or professional experience and/or qualifications working with older adults, in community development, health and social care or similar settings
- Experience developing and delivering services and activities with and for older people, including working with volunteers and delivery partners, writing and overseeing agreements and monitoring impact.
- Ability to drive with access to a vehicle for business use.
- Hold a First Aid at Work certification (or be willing to work towards this).

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.

Please ensure your CV includes your qualifications, experience and skills, as well as your contact details and references. Please include a covering letter that outlines how your skills, experience and qualifications relate to the role.

If you would like an informal conversation about the role or our organisation before submitting your application, please contact Lesley Simm on 01204 701525 or email lesleysimm@ageukbolton.org.uk.

Closing date: Monday 10th November 12.00pm

Interview date: Tuesday 18th November

Please note this role is subject to a basic DBS check.



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