

Recruitment Pack

Handyperson (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:	£11,356.80 (£25,552.80 FTE)
Contract:	Permanent (subject to a probation period of 6 months)
Hours:	16 hours per week (with potential to increase subject to demand)
Responsible to:	Enterprises Team Leader
Location:	Community-based, working across client homes throughout Bolton

Overall role purpose

To deliver a high-quality, reliable, and compassionate home maintenance and gardening service to older residents across Bolton, supporting independent living, safety, and well-being. This paid-for service provides minor repairs, home adaptations, and outdoor tasks that contribute to clients' comfort, fall prevention, and quality of life.



Key responsibilities

As Handyman (Enterprises), you will be responsible for:

1. Service Delivery

- Complete a wide range of minor home repairs, maintenance, and gardening tasks to a professional standard.
- Install safety and security equipment (e.g., grab rails, key safes, door chains) to support fall prevention and home security.
- Undertake small assembly jobs such as flat-pack furniture, curtain rails, or shelving.
- Perform basic energy-saving and accessibility improvements where appropriate.

2. Client Interaction

- Communicate with empathy and respect during all client visits.
- Clearly explain the nature of the work being undertaken and confirm client satisfaction before leaving.
- Signpost clients to additional Age UK Bolton services or external support when needs are identified.

3. Operational Duties

- Manage daily schedule independently and maintain punctual attendance for appointments.
- Keep accurate records of time, work completed, materials used, and payments collected.
- Collect payments via mobile card reader and issue receipts in line with AUKBE Ltd. procedures.
- Ensure all tools are clean, well-maintained, and used in accordance with health and safety standards.

4. Compliance and Conduct

- Follow Age UK Bolton's safeguarding, health & safety, and data protection policies at all times.
- Recognise the limits of the service and escalate cases requiring specialist trades or support.
- Maintain professional boundaries and confidentiality in all client interactions.

Key responsibilities

5. Promotion and Team Collaboration

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

Detailed Task Examples

Health, Safety and Falls Prevention

- Install grab rails, handrails, door chains, curtain rails, and toilet seats.
- Secure loose carpets, wires, and thresholds.
- Fit draught excluders, radiator reflectors, letterbox brushes, and carbon monoxide detectors.
- Ease doors, reposition shower rails, and install outdoor steps/flags for safer access.

Minor Repairs and Home Tasks

- Replace handles, taps, shower curtains, or sealant.
- Perform small painting or grouting jobs.
- Assemble furniture and hang mirrors/shelves.
- Unblock sinks or make minor adjustments to fixtures.
- Clean hard surfaces using a jet washer (where appropriate).

Gardening and Outdoor Maintenance

- Mow lawns, trim hedges (to head height), and tidy gardens.
 - Paint fences or gates and carry out light repairs.
 - Clear leaves and debris, and maintain pathways.
 - Set up smart speakers or install smart doorbells (e.g., Ring).
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Person specification

Competency	Essential	Desirable
Experience in general DIY, plumbing, and minor electrical tasks	✓	
Gardening and basic outdoor maintenance	✓	
Ownership of a well-maintained tool kit	✓	
Strong customer service skills and professionalism	✓	
Reliable, punctual, and trustworthy	✓	
Full driving licence and access to own insured vehicle	✓	
Enhanced DBS (prior to start)	✓	
Knowledge of home safety, fall prevention, and basic energy efficiency	✓	
Ability to communicate clearly and respectfully		✓
Confidence building a rapport with older clients		✓
Basic awareness of safeguarding, confidentiality and data protection		✓
Good record-keeping and task scheduling skills		✓
Commitment to equality, diversity and inclusion		✓

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 3 August 2026 at 10:00am



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