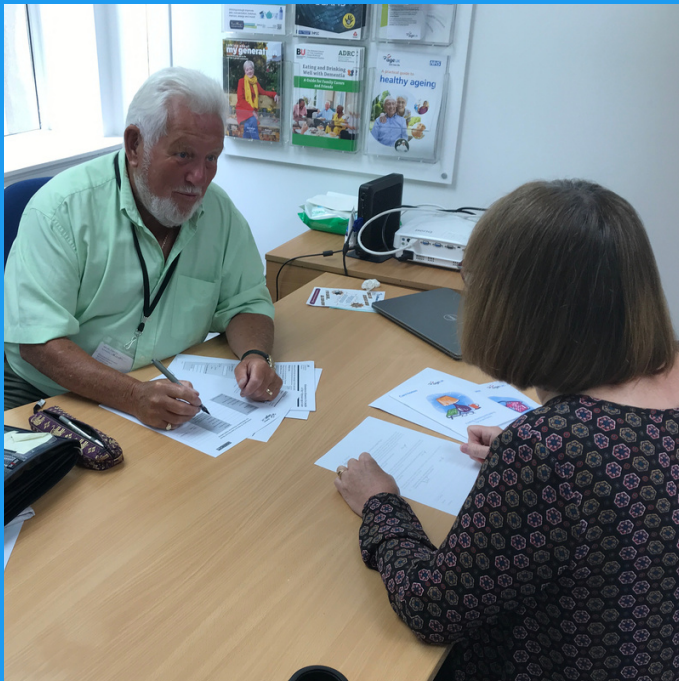


# *Employment Recruitment Pack*



*Join the team making life better  
for local older people*

Dear Applicant,

Thank you for expressing an interest in joining the Age UK Bolton team.

This information pack includes key information about our organisation, the role and contact details for more information on how to apply.

If successful in your application, you would be joining a highly respected local charity that has been working tirelessly with, for and on behalf of older people across Bolton ever since 1947. As an independent local charity, rooted in our local communities, we are also proud to be a brand partner of the national charity, Age UK, now recognised internationally as one of the leading authorities on ageing well; a trusted brand for those over 50.

At Age UK Bolton, we recognise that as we grow older we all face new challenges, but that does not stop us from wanting a fulfilling, independent later life. Age UK Bolton is passionate that everyone should have the opportunity to be able to make the most of their later years, whatever their circumstances, wants and needs.

Over recent years, our portfolio of services and activities, co-designed with local older people and delivered by appropriately experienced, qualified and supported volunteers, has included:

- Befriending and afternoon teas (to tackle loneliness and isolation)
- Lunch & Leisure Club network (hot meals served in social settings)
- Social, creative, learning, dance and fitness activities
- Information & Advice (including Will-making, free legal & energy advice)
- Home from Hospital service (discharge and aftercare, and admission avoidance support at home for up to six weeks)
- Falls Prevention (exercise sessions to improve strength and balance)

All are developed to keep people as mentally, physically and socially active as possible and to lead safe, independent and fulfilled lives preventing, thereby reducing and delaying admission to hospital or residential care.

We work with more than 8,000 older people each year and currently have a talented team of over 200 dedicated volunteers, the majority of whom are themselves over 50 (some are over 90) and live locally. They are indeed inspirational, not just for other older people, but for anyone looking ahead to what later life might mean. Proof that age is no barrier and that, far from being a burden, older people are a tremendous asset to their local communities.

Integral to our success is our 50-person strong staff team's passion for, and commitment to, improving the quality of life of older people in Bolton.

We work hard at Age UK Bolton but it is rewarding work. We like to have fun and are committed to supporting each other to remain healthy and happy in order to give the best service we can. We believe that looking after ourselves and each other is key to being able to help and support others. There are challenging and exciting times ahead. So, if you think that this is for you and you have something to offer, then we very much look forward to hearing from you.

I wish you the best of luck in your application.

Kind regards

A handwritten signature in black ink, appearing to read 'Suzanne Hilton'.

Suzanne Hilton  
Chief Executive

**Age UK Bolton**

The Square  
53-55 Victoria Square  
Bolton BL1 1RZ

t: 01204 382411  
e: [enquiries@ageukbolton.org.uk](mailto:enquiries@ageukbolton.org.uk)  
[www.ageukbolton.org.uk](http://www.ageukbolton.org.uk)

Chair: David Smart  
Chief Executive: Suzanne Hilton

# All About Age UK Bolton

## Who We Are

Age UK Bolton is an independent local charity and was created in 1947, thanks to the efforts and vision of a small group of local volunteers in Bolton.

We are one of the area's most significant, dynamic and highly regarded charities, and the leading voluntary sector organisation, working with and on behalf of Bolton's over 50 population.



We are also proud to be a brand partner of the influential national Age UK Charity, as well as Age International. We work hard with all communities of older people - those who are active and independent and those who are frailer and more dependent - to meet their changing needs and aspirations.



A voluntary Board of Trustees, made up of representatives of our local statutory, community and business partnerships, works closely with senior staff members, to ensure the effective financial and strategic management of the Charity.

Many of our existing services, and those currently being developed, are the product of existing or emerging partnerships with a wide range of organisations. These take various forms but all are highly prized.

## What We Do

We offer a range of services across the borough of Bolton for people aged 50 plus.

- Home from Hospital
- Information & Advice
- Befriending
- Active Ageing
- Strength & Balance exercise classes
- Social and creative activities
- Home Services cleaning & shopping
- Nutrition & Hydration
- Will making
- Wheelchair Hire
- Volunteering

We also advocate for Bolton's ageing population, pushing for change locally, and back national campaigns through our partnership with the national charity Age UK.



## Vision

'As we age we all have the necessary opportunity, information and support to enjoy an independent, fulfilled quality of life and make a valuable contribution to the communities in which we live and work'

- **Listening**
- **Empathy**
- **Caring**
- **Responsive**

**Inclusive**

- **Dynamic**
- **Influential**
- **Ambitious**
- **Empowering**

**Respectful**

## Ambitions

- The first point of contact for people over 50 in Bolton, their families and carers, when looking for information, advice and support or access to services
- A sustainable, fit for purpose, relevant and evolving organisation focused on the needs and aspirations of Bolton's 50 plus population
- Value, respect and support our staff, volunteers, customers and partners
- Promote and support resilience among older people, ensuring their voices are heard and they are recognised
- Ensure that older people are listened to and that their views inform and influence both our work and wider service and policy development
- Deliver high quality accessible services, activities and learning opportunities, to enable those over 50 to remain safe, independent and mentally, physically and socially active


## Mission

'Bolton's leading authority on ageing well; relevant & adaptable, listening & responsible, flexible & sustainable.'

# Wellbeing Matters

At Age UK Bolton the health and wellbeing of our staff and volunteers is of paramount importance to us. We do all we can to help develop personal and professional growth wherever possible.

We offer:

 25 Days holiday (plus Bank Holidays) as starting entitlement.

 Training & development opportunities

 UK Healthcare Membership

 Up to 7% pension contribution

 Living Wage Employer

 Access to [charityworkerdiscounts.com](https://charityworkerdiscounts.com)

 Qualify for a Blue Light Card



Age UK Bolton is an equal opportunities employer. We welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation or age. We want to attract candidates from areas which are currently under-represented in our workforce.



# Job Description

## Project Officer (Business Support)

**RESPONSIBLE TO:** Corporate Services Manager

**SALARY:** £21,592

**HOURS:** 36 hours

### OVERALL JOB PURPOSE

To support the Corporate Services Manager in maintaining and managing the charity's systems to manage all aspects of its contacts with clients, volunteers, service providers, funders and commissioners and in order to ensure comprehensive administrative support to the senior management team and the wider charity with a focus on quality assurance.

### KEY RESPONSIBILITIES

- 1.To work with the Corporate Services Manager and other staff to maintain Charitylog (CRM system) in order to capture data; log, track and report all contacts with clients and volunteers.
- 2.To assist the Corporate Services Manager to collate and maintain evidence for Age UK Charity Quality Standard and any other quality standards, as agreed.
- 3.To support the Governance and Administration team in the maintenance of IT systems electronic HR and organisational development system.
- 4.To support the roll out and maintenance of online training for staff and volunteers, organising learner accounts and monitoring courses and attendances.
- 5.Support the Administration Officer to develop systems and procedures to ensure a comprehensive and efficient administration and reception service.
- 6.To assist with the maintenance of electronic and paper filing, ensuring organisational records are kept up to date and accurate.
- 7.To support internal management and team meetings by servicing, minute taking and maintaining confidential records.
- 8.To support the Corporate Services Manager in providing training and assistance to colleagues in the implementation and use of the Charity's approved ICT systems.
- 9.To provide general office support, reception cover, dealing with telephone enquiries and supporting the Administration Officer with effective office support.

## **KEY RESPONSIBILITIES (continued)**

8. To proactively market and promote the HFH service, as well as a range of community services offered by Age UK Bolton and its partners, where appropriate, to support individuals to retain, regain and develop the skills to manage their lives and environment.
9. Ensure compliance with all relevant Age UK Bolton policies and procedures and Quality standards, and adherence to good practice guidance.
10. To develop and sustain effective relationships with customers, their carers and families, volunteers, Age UK colleagues, NHS colleagues, other partners and the wider community, in order to promote the safety, independence, health, well-being and personal development of older people in Bolton.
11. To provide regular reports and information to the Senior Service Manager, or other nominated colleague, in order to meet the reporting needs of all funders and commissioners in a timely manner.
12. Other duties, as directed by the Service Manager, which are consistent and commensurate with the responsibilities of the post and the needs and development of the Home from Hospital service.

## **Person Specification**

### **ESSENTIAL CRITERIA**

### **ASSESSMENT METHOD**

#### **KNOWLEDGE & SKILLS**

Good administrative and organisational skills.	Application / Interview
Good communication skills; both verbal and written.	Application / Interview
Effective of data entry.	Application / Interview
I.T literate and knowledge of Microsoft Office	Application / Interview
Attention to detail to ensure a high level of accuracy.	Application / Interview
Effective organisation skills.	Application / Interview /
The ability to work on own initiative and know when to seek help and support.	Application / Interview
Ability to work within a team of other staff and volunteers.	Application / Interview
Experience of handling sensitive and confidential information.	Application / Interview
Commitment to Equalities, principles of privacy and confidentiality.	Application / Interview
Understanding of and empathy with the issues affecting older people.	Application / Interview

## **EXPERIENCE & QUALIFICATIONS**

Good standard of education (numeracy and literacy) with relevant work experience.

Application / Interview

## **DESIRED CRITERIA**

Experience of using CRM's or databases. however full training will be provided.

Application / Interview

## ***To Apply:***

***Send completed applications to:***

***recruitment@ageukbolton.org.uk***

***Closing date for applications:***

***Thursday 9th May 2024 (5pm)***

***Age UK Bolton reserves the right to close applications early if a suitable candidate is found.***



# Our Offices

## The Square

53-55 Victoria Square,  
Bolton  
BL1 1RZ

Phone: 01204 382411

Office opening hours: Monday to Friday 9.30am-4.00pm  
A telephone service is available from 9:00am-5.00pm



## The Ageing Well Centre

Cross Street,  
Farnworth,  
Bolton  
BL4 7AG

Phone: 01204 701525

Ageing Well Centre Opening hours:  
Monday to Friday: 9:30am - 4:30pm

**Please return applications to [recruitment@ageukbolton.org.uk](mailto:recruitment@ageukbolton.org.uk)**



*Living longer... Living well in Bolton*



**Age UK Charity  
Quality Standard**

