



Thank you for showing interest in working for Age UK Bromley & Greenwich. We are an independent local charity and have been working in the community to help older people for over 50 years.

With nearly 80 staff and over 250 volunteers we provide support to clients across both Boroughs.

We work in partnership with BTSE helping to deliver the Bromley Well project as well as BLG Mind working on Dementia Services and Oxleas providing Care Navigation.

Vision

To make Bromley and Greenwich places where all can enjoy later life.

Mission

Age UK Bromley & Greenwich will listen to and collaborate with older people to ensure that they are fully represented in both boroughs. We will work with older people to enable, support, and connect. We will enable, promote, and respect older peoples' choices, independence, and well-being.

Values

Equality: We value diversity and strive to give equality of opportunity. We believe that the organisation, and society is enriched by its diversity.

Respect: We respect our staff, volunteers, and clients. We believe in their potential and will help them to realise their ambitions.

Creativity: We encourage innovation in the solutions we adopt.

If you stand for our vision, mission and values and match the criteria in the below job specification we would love to hear from you.

A handwritten signature in black ink, appearing to read "M. Ellison".

Mark Ellison
Chief Executive

Job Title: Shopping Assistant - Greenwich

Hours: 14hrs per week

Salary: £10,083

Location: Greenwich

Reporting To: Services Manager

Job Purpose: The Shopping Assistant Greenwich will collate shopping lists and using their own vehicle, shop for older residents in Greenwich who are unable to shop for themselves. To assist where necessary in bringing the shopping in to their homes and putting items away.

Key Responsibilities

- To Collect shopping lists by phoning clients
- Be the first point of contact with Royal Borough of Greenwich's Brokerage Team for referrals into our shopping service.
- Keeping partners informed about the progress of their referrals, if the client they want to refer meets our criteria and the likely waiting time if we have to apply a waiting list.
- Allocate new referrals within the team.
- To undertake shopping at the agreed supermarket and deliver it to clients' homes in different parts of the Borough using your own vehicle
- To use Age UK Bromley & Greenwich's credit card for payment of the shopping
- To collect reimbursement of the shopping costs from the client on delivery or other arrangements as requested by the Services Manager

- To check client's fridge for out of date food
- Assist in unpacking and putting the shopping away as required
- To complete the shopping record paperwork, ensuring the client signs the record for receipt of the shopping
- To return payments, receipts and paperwork to the office
- To immediately report any concerns about the client's well-being to the Services Manager
- To undertake any other relevant duties which may from time to time be required

Experience	Essential / Desireable
Experience of keeping accurate and clear written records	E
Ability to drive and own or have use of a suitable vehicle	E
Good knowledge of the Greenwich Borough	E
Comfortable communicating with people on the telephone and face to face	E
Calm friendly professional manner	E
Good rapport with older people	E
Excellent communication skills	E
Comfortable performing basic maths	E
Good ICT skills including using a database	E
Experience working with older people	D

Holiday: 27 Days per annum pro rata (2 to be allocated over Christmas) as well as Bank Holidays pro rata

Pension: All eligible employees are automatically enrolled into our scheme with The Pensions Trust, contributions are in line with the government's minimum standards currently 5% employees, 3% employers

Employee Assistance Programme: It is designed to help you with all of life's questions, issues and concerns. It offers support with mental, financial, physical and emotional well-being, any time, 24/7, 365 days a year.

This job description is intended as a summary of the main elements of the job described. They may be varied from time to time in consultation with the job holder without changing the general character of the duties or the level of responsibility entailed.

If you have any questions please contact our HR department:
hr@ageukbandg.org.uk
020 8315 1862