



## **JOB DESCRIPTION**

Job Title:	<b>Online Befriending Officer</b>
Job Location:	Hybrid: (Home-based / The Jubilee Centre / Dumers Lane Centre)
Responsible to:	Befriending Co-ordinator, Age UK Bury
Responsible for:	Volunteers
Hours of Work:	21 hours
Salary:	£12,132.12/ annum (£11.11/hour) + contribution to pension
Leave:	20 days per year, plus bank holidays & 1 “compulsory day off” (This a day set by the Executive Committee and is normally Christmas Eve).
Contract:	Until December 2026

## **JOB SUMMARY**

To support the development of the online befriending service for older people living in the borough of Bury.

## **KEY TASKS AND RESPONSIBILITIES**

1. To develop efficient processes for the smooth operation of the online befriending service.
2. To recruit and provide support to online befriending volunteers.
3. To provide a high-quality level of support to volunteers and service users.
4. To produce an email newsletter every two weeks and circulate to mailing list, using the Mailchimp software.
5. To promote the befriending service and volunteer opportunities online using the Age UK Bury website and social media.
6. To maintain accurate weekly/monthly statistical reports.
7. To identify and write up “good news stories” that demonstrate the impact and value of the befriending service.

8. To lead in the delivery of volunteer training.
9. To pilot online video conferencing to set up support groups.
10. To assist with the day-to-day operation of Age UK Bury's Befriending Service to cover sickness and annual leave.
11. To ensure that personal information for volunteers and service-users is accurate and up-to-date and that it is kept secure and confidential at all times in compliance with GDPR and Age UK Bury's policies and procedures.
12. To report all risks identified in accordance with Health and Safety Legislation and carry out all duties in compliance with current Health and Safety Legislation and Age UK Bury's Health and Safety policies.
13. To carry out all duties in compliance with current Age UK Bury's policies, ensuring the provisions of equal opportunities.
14. To carry out other duties as may be required and are consistent with the responsibilities of the post at the direction of the Befriending Co-ordinator or Chief Officer.