



JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title:	Older Persons Scams Awareness & Aftercare Project Manager (2 Year Fixed Term Contract – commencing April 2020)
Salary:	£22,676 p/a
Hours of Work:	35 hours per week
Responsible to:	Chief Executive, Age UK Cheshire East
Based at:	Primarily Macclesfield Town Hall with some working at New Horizons Centre, Macclesfield. The project will cover Age UK Cheshire East’s primary area of benefit (ie from Congleton northwards in the borough of Cheshire East)
Purpose of Job:	<p>To establish, manage and develop the Older Persons Scams/Doorstep Crime Awareness & Aftercare Project.</p> <p>The project aims to:</p> <ul style="list-style-type: none"> • Raise awareness of scams/doorstep crime and the ways in which they can be reported • Develop a network of volunteers to help empower older people to feel safer, more secure and more confident • Prevent older victims of fraud from becoming repeat victims • Provide much needed aftercare for older victims of such crimes and to work with them to improve their wellbeing
<p>This project is fully funded by the National Lottery’s Community Fund and the Garfield Weston Foundation</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  </div> <div style="text-align: center;">  </div> </div>	

Age UK Cheshire East fully supports the principle of Equality and Diversity in employment and opposes all forms of unlawful or unfair discrimination on the grounds of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships

KEY TASKS

1. To plan, develop and implement in conjunction with the Chief Executive an ongoing strategy for the successful management of the project.
2. Day to day management of the Older Persons Scams & Doorstep Crime Awareness & Aftercare Project (hereafter referred to as 'the project') with the provision of information to ensure that older people of Cheshire East have equal access to reliable and trustworthy information about scams and doorstep crime
3. Work closely with relevant parties, including (but not exclusively with) Cheshire East Trading Standards and Cheshire Constabulary to ensure that the project delivers the expected outputs and outcomes
4. Deliver information and awareness sessions to local groups across our area with a view to not only increasing their awareness of scams/doorstep crime, but also to empower local groups and communities to develop their own network for dissemination of information as appropriate to their local area
5. Working closely with Trading Standards, identify the most vulnerable individuals and provide one-to-one support through home visits, in order to provide the necessary aftercare needed and to reduce the chance of being a victim again.
6. Encourage clients who are experiencing loneliness and social isolation as a result of their experiences to link back into their communities through their own interests relating to activities, groups and volunteering
7. To develop existing and establish new networks across sectors and communities to ensure they work better together to support the needs of our older community and deliver the aspirations of this project
8. To develop efficient referral networks and forge strong links with other voluntary, community and statutory organisations to help further the aims of the project.
9. To co-ordinate and manage a network of volunteers to undertake local awareness sessions and to ensure that they disseminate relevant information into their wider networks. To facilitate this, ensuring all volunteers are provided with the necessary information and resources to enable those sessions to be undertaken
10. Ensure the recording and maintenance of appropriate information to enable the project to report on its success, including the development of case studies, press releases and any other information which would usefully promote the project. To include reference to, and promotion of project funders wherever possible
11. To co-ordinate a bi-monthly project user group, ensuring that the right parties are represented on the group to give volunteers and victims the ability to help shape the development of the project
12. Represent Age UK Cheshire East as appropriate on external committees, networks and other bodies, with other voluntary, statutory and private sector agencies which help promote the running of the project.

13. Identify key learning points from the project with a view to disseminating the benefits of the project to a wider audience and with a view to securing further funding for the continuation of the project beyond the initial two years secured funding
14. Any other duties as reasonably required by the Chief Executive.

General:

1. To maintain own professional expertise, including attending training as necessary and be subject to supervision and an annual appraisal
2. To attend Age UK Cheshire East staff meetings, training and other events
3. All staff will undertake their own computer work, both in the production of correspondence and documents, date recording, e-mailing and internet research
4. It is the nature of the work that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are expected to work in a flexible way
5. As a member of staff for a local charity, you may at times be asked to help assist in fundraising activities or any other such activity which helps support the aims of the Charity.
6. The post holder will be expected to adhere to all Age UK Cheshire East policies and procedures in all aspects of their work
7. Confirmation of appointment to this post will be subject to a satisfactory enhanced DBS check.
8. Must be a car driver with access to a car and appropriate insurance cover.
9. The above items outline the main duties and responsibilities of the post and are designed to give an accurate flavour of the nature and scope of this post. However, they do not represent an exhaustive list of all the duties required

The postholder will be primarily based within the Trading Standards Team at the Town Hall in Macclesfield but will also, on occasions, work from Age UK Cheshire East's offices in Henderson Street, Macclesfield. The role may also be required to work in other venues throughout the area. The nature of the job will require extensive travel throughout the area and will necessitate occasional evening work to attend meetings etc. Time in lieu will be granted for extra hours worked in the evenings or weekends, by arrangement with the Chief Executive.

The annual leave entitlement is 26 working days and all Public Holidays (pro rata).

This job description will be reviewed from time to time and may be updated depending on the changing needs of the project.

PERSON SPECIFICATION

ESSENTIAL	DESIRABLE
<p>Experience & skills</p> <ul style="list-style-type: none"> • Knowledge and experience of working with individuals to improve their wellbeing and facilitate their access to other services; • Experience of achieving positive outcomes through inter-agency working and sustainable partnerships; • Ability and confidence to promote the project using various communication methods, events etc; • Experience of managing activities to meet targets and outcomes; • Ability to maintain accurate records and produce comprehensive management information reports; • Ability to recruit, manage and motivate groups of people to successfully assist in the delivery of the project <p>Personal</p> <ul style="list-style-type: none"> • A person-centred approach with good listening skills; • Willing to be DBS checked to 'enhanced' level • Hold a current, clean and valid driving licence and be insured for business use; • ICT Skills & competency; • Excellent organisation skills with the ability to work unsupervised and to set and manage own priorities; • Flexibility and willingness to work outside normal office hours when required. 	<ul style="list-style-type: none"> • Knowledge of the geographical area of Cheshire East • Knowledge of the communities and networks of Cheshire East • Experience of working with volunteers • Knowledge of the needs and issues facing older people • Experience of using Microsoft Dynamics CRM

Note: Job Description & Person Specification drafted November 2019