

Exercise and Wellbeing Officer Recruitment Pack



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Background Information

Age UK Croydon is one of the largest charities in Croydon, and we have been representing the interests of older people across the borough for over 25 years.

We have an expert team of staff and volunteers who work together to deliver our extensive range of services and activities right across the borough. With services spanning information and advice, health, wellbeing, falls prevention, dementia support, one to one personal independence coordinators, befriending and social activities, Age UK Croydon offers a holistic solution for older people to access the services they require in one place.

OUR VISION

Valuing ageing, Improving Lives, Growing Communities

OUR MISSION

To reach, involve, support, and connect people so they can age well in Croydon.

OUR CORE VALUES are at the heart of how we work. They represent the feeling we want people to get when they work with us and they guide the decisions we make as individuals and as an organisation.

Integrity	We treat everyone equally and with respect
Inclusion	We respect diversity and champion accessibility
Trust	We're honest, truthful and can be relied upon
Compassion	We're warm and approachable
Continuous Improvement	We strive to become better every day by listening and implementing feedback

Our Strategy

Our previous strategy was developed in 2018 and during this time we have achieved several milestones.

- **Demonstrating effective collaboration** with our statutory and voluntary sector organisations through 'One Croydon Alliance' which is a pioneering programme to join up the health and social care system, to provide a more integrated, efficient, holistic, and people-centred system.
- **We launched several new initiatives** during the last few years to support older people. A key initiative has been the piloting of work in care homes to ensure that care home residents are supported and connected in the community.
- **Our Brigstock Road premises is now a community hub** every Monday, where community can drop in to get support through both statutory and voluntary organisations.

Our Strategic Objectives

- **Achieving sustained income growth**, focusing on unrestricted income, so that we can invest, innovate, and build capacity.
- **Expanding our reach in our community**, so that more people know about us and can benefit from our services. (Particular focus on making our services accessible, accessing underrepresented groups).
- **Working together to deliver a holistic client journey**, making every contact count, so that we can achieve our mission.
- **Building one diverse, skilled, and empowered team**. We will attract, retain, and nurture staff and volunteers, so that everyone fulfils their potential.
- **Becoming the organisation of choice** for funders, partners and as an employer.

Exercise and Wellbeing Officer
21 hours (3 days per week) Fixed-term contract to 31 March 2027
(potential to become permanent subject to funding)
Salary £16,894 Pro Rata (£28,156 FTE)

Age UK Croydon is looking for an enthusiastic and motivated Exercise and Wellbeing Officer to help guide our Healthy Lifestyles Service. Our Healthy Lifestyles Service delivers a range of activities including seated and standing exercise programmes, health checks, social engagement opportunities, health hubs and Memory Tree Cafés for people living with dementia and their carers. Services are delivered across community venues and care homes throughout Croydon.

About the Role

As a Exercise and Wellbeing Officer, you will play a pivotal role in improving the health, wellbeing and independence of older people across the community. Working with the Healthy Lifestyles Service Manager, you will help shape and deliver a range of meaningful activities while providing day-to-day support and guidance to staff and volunteers.

Key responsibilities include (but are not limited to):

- Prepare and deliver seated and standing physical activity sessions in care homes and community venues across Croydon.
- Carrying out basic health checks, including blood pressure and other wellbeing measurements.
- Supporting the delivery of Health Hubs, wellbeing events and health promotion activities.
- Building positive relationships with care homes, community venues, partner organisations and guest speakers.

This is a varied and rewarding role, offering the opportunity to combine leadership, partnership working and direct service delivery while helping older people stay active, connected and independent.

About You

We are looking for someone who is energetic, approachable and committed to supporting older people to live healthier, more connected lives.

You will have:

- Level 2 Fitness Instructor qualification, Exercise Referral qualification, Otago Exercise Programme, REACT qualification, or another relevant physical activity, fitness, falls prevention or rehabilitation qualification.
- Good understanding of the issues affecting the health and well-being of older people including exercise, healthy eating, nutrition and malnutrition
- Good understanding of the needs of older people including dementia
- Excellent working knowledge of administration processes and systems
- Good knowledge of IT systems including Excel, PowerPoint and Word
- Experience of compiling monitoring reports, reporting on quality, performance KPIs, project outcomes and impact

Please send us your **CV along with a supporting statement**. Please ensure that your supporting statement demonstrates how your experience, skills and abilities meet the criteria set out in the **Person Specification** and provide specific examples of these. Please also ensure that you complete the equal opportunities monitoring form.

Completed application forms should be signed and sent to: [**Executive.Assistant@ageukcroydon.org.uk**](mailto:Executive.Assistant@ageukcroydon.org.uk)

Applications sent by post should be marked confidential and for the attention of:

Human Resources – Recruitment, Age UK Croydon, 81 Brigstock Road, Thornton Heath, CR7 7JH

Closing date for applications: 15th October 2026

Interview Dates: TBC

This post is subject to a Disclosure and Barring Service check

Job Description

Title:	Exercise and Wellbeing Officer
Reporting to:	Healthy Lifestyles Service Manager
Responsible for:	Staff and volunteers
Salary	£16,894 Pro Rata £28,156 FTE)
Contract:	21 hours weekly Fixed-term contract to 31 March 2027 (potential to become permanent subject to funding)
Pension:	Auto enrolment applies
Location:	Hybrid working, with regular travel in Croydon
Office:	Age UK Croydon, 81 Brigstock Road, Thornton Heath, CR7 7JH

Background to Role

Age UK Croydon is passionate about achieving our mission to reach, involve, support and connect people so they can age well in Croydon

Our Healthy Lifestyles Service delivers a range of activities including seated and standing exercise programmes, health checks, social engagement opportunities, health hubs and Memory Tree Cafés for people living with dementia and their carers. Services are delivered across community venues and care homes throughout Croydon.

Our programmes are delivered in various settings across the borough including care homes, sheltered housing and community venues together with our own Brigstock Road Community Hall.

The Healthier Lifestyle team at Age UK Croydon offers a range of inclusive and accessible activities and events across the borough of Croydon combining exercise and social engagement in a variety of local settings. These sessions help reduce isolation, improve independence, prevent falls, increase fitness levels and manage health conditions. They also provide social engagement and interaction, information and support around living with dementia, a safe and welcoming space for all to engage and relax.

Main Duties and key tasks (but not limited to):

As a member of the Healthier Lifestyles team, you will help older people and residents to stay active, healthy and connected by:

- Prepare and deliver seated and standing physical activity sessions in care homes and community venues across Croydon.
- Carrying out basic health checks, including blood pressure and other wellbeing measurements.
- Supporting the delivery of Health Hubs, wellbeing events and health promotion activities.
- Building positive relationships with care homes, community venues, partner organisations and guest speakers.
- Act as a key contact for participants, providing healthy lifestyle advice, information, and signposting to appropriate services and support.
- Promote Healthier Lifestyles and Age UK Croydon services through outreach activities, health talks, and partnership working to raise awareness and improve access to health information.
- Maintain accurate participant records, case notes and case studies using Charitylog and other systems.
- Ensure timely data entry, monitoring and reporting of outcomes.
- Help manage the Healthier Lifestyles inbox and communications with participants and venues.
- Carry out risk assessments for venues and activities.
- Ensure compliance with GDPR, safeguarding, health and safety, and other organisational policies.
- Maintain accurate monitoring information to meet Age UK Croydon and funder requirements.
- Participate in training and continuous professional development to maintain skills and knowledge.
- Build links with health professionals and community organisations to maximise local opportunities and resources.
- Attend team meetings, supervision sessions, training and networking opportunities.

Other Duties

- Undertake any other reasonable duties appropriate to the role as requested by the Line Manager.

Person Specification

Personal Qualities	E = Essential D =Desirable
Drive, energy and enthusiasm	E
Friendly, empathetic and approachable	E
Self-motivated and hard working	E
Committed to person centred working	E
Committed to working as part of a highly diverse staff and volunteer work force	E
Committed to the core values and objectives of the organisation	E
Experience and Knowledge:	E =Essential
Level 2 Fitness Instructor qualification, Exercise Referral qualification, Otago Exercise Programme, REACT qualification, or another relevant physical activity, fitness, falls prevention or rehabilitation qualification.	E
Good understanding of the issues affecting the health and well-being of older people including exercise, healthy eating, nutrition and malnutrition	E
Good understanding of the needs of older people including dementia	E
Excellent working knowledge of administration processes and systems	E
Good knowledge of IT systems including Excel, PowerPoint and Word	D
Good working knowledge of database working (Training on AUKC CRM Provided)	E
Experience of compiling monitoring reports, reporting on quality, performance KPIs, project outcomes and impact	E
Experience or knowledge of the health and social care sector	E
Experience of Environmental Health and/or Health and Safety Risk Assessment	D

This post is subject to a disclosure and Barring Service check.