

Healthier Lifestyles Project Officer Recruitment Pack



This pack contains the following sections:

AUKC Background Information	Page 3
How to Apply	Page 4
Job Description	Page 5-6
Person Specification	Page 7

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.

How to Apply

Healthier Lifestyles Project Officer

Fixed Term until Feb 2027 / 20 hours per week / Salary £17,000 Pro rata (£27,604 FTE)

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 Healthier Lifestyles Service includes a programme of seated and standing exercise, health checks and social engagement together with our 3 Memory Tree Cafés. Memory Tree cafes combine music and singing, dancing, reminiscence, exercise, activity and social interaction providing a safe and relaxing environment for older people living with dementia and their carers.

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.

Duties will include (but are not limited to) –

- Independently delivering chair-based exercise sessions daily in Croydon care homes to residents.
- As an Age UK Croydon ambassador promote our services including via talks and presentations to community groups across the Borough.
- Developing and maintaining good relationships with care home, health hub venue staff and partner organisations or talk providers.
- Working as part of the health hub team lead on the delivery of health hubs in various Croydon locations.
- To be the key point of liaison for all clients accessing the Activity Service.
- To support the promotion of the organisation, services, activities, and events.
- To contact clients when there are changes to the regular classes.
- Keep up to date with and the Activity Service changes.
- Awareness of risk assessments and GDPR compliance
- This list is not exhaustive

To apply please visit www.ageuk.org.uk/croydon for an application pack. You can also send an email to Executive.Assistant@ageukcroydon.org.uk to receive an application pack. **CV's will not be accepted.**

Please ensure that your application 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 you complete the equal opportunities monitoring form. Completed application forms should be signed and sent to: 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: 12pm, 19th September 2025

Interview Dates: 25th September 2025

This post is subject to a Disclosure and Barring Service check

Job Description

Title: Healthy Lifestyles Service Project Officer
Reporting to: Healthy Lifestyles Service Manager
Responsible for: Staff and volunteers
Salary: £17000 Pro Rata (£27,604 FTE)
Contract: 20 hours weekly (Fixed Term until February 2027)
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 Healthier Lifestyles Service includes a programme of seated and standing exercise, health checks and social engagement together with our 3 Memory Tree Cafés. Memory Tree cafes combine music and singing, dancing, reminiscence, exercise, activity and social interaction providing a safe and relaxing environment for older people living with dementia and their carers.

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) –

- Independently delivering chair-based exercise sessions on a daily basis in Croydon care homes to residents.
- If qualified deliver standing exercise classes.
- Working as part of the health hub team to lead the delivery of health hubs in various Croydon locations.
- Developing and maintaining good relationships with care home, health hub venue staff and partner organisations or talk providers.
- Setting up of equipment for activities and ensuring resources are ready for events.
- To be the key point of liaison for all clients accessing the Activity Service.
- To contact clients when there are changes to the regular classes.
- Delivering basic health checks including blood pressure, BMI and diabetes screening.
- Ensuring relevant paperwork, record keeping and outcome monitoring is completed for participants
- Keep accurate records, case notes, create case studies. Regular use of Charity Log database.
- Carry out risk assessments for new locations and activities.
- GDPR compliance including data impact assessments.
- Signposting and referrals to other services/activities

- Delivering outreach sessions to promote Healthier Lifestyles and Age UK Croydon wider services.
- Facilitate talks by delivering them personally and/or working with other organisation to inform participants on a range of health topic
- Work closely with other team members to organise, plan, develop and promote the service.
- Covering for the Memory Tree Café activities where necessary.
- Work together with different types of volunteers (outreach and administrative). Mentor, supervise and support them to enable them to reach their potential and goals.
- Undertake training; to maintain an up-to-date awareness of current health improvement initiatives and ensure that these are incorporated within the service; that may be necessary as the project changes, for example training to deliver a different type of exercise; that is mandatory such as safeguarding and data awareness
- Maintain an awareness of health and safety issues associated with the project.
- Establish links with health professionals, voluntary, statutory and private sector providers, to promote the service and enable effective partnership working and maximise local resources.
- Assist with our strategy to grow paid for services.
- Cash handling to deal with and record cancellations and refunds for paid for services.
- Maintain financial records as required in line with policies and procedures
- Maintain information for the monitoring and evaluation of the project in accordance with Age UK Croydon, and funder's requirements.
- Attend training, meetings, steering groups and supervision appropriate to the post and Age UK Croydon.
- Comply with all Age UK Croydon policies and procedures with regard to Equal Opportunities, Health and Safety and Confidentiality.
- Undertake other appropriate duties as required by the Line Manager.
- **This List is not exhaustive.**

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
Experience of successfully leading exercise class for older people	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.