

Recruitment Pack

Personal Safety Project Customer Service Liaison/Administrator (Part time, 14 hours per week)



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 - 8

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

Equality and Diversity

Age UK Croydon is an equal opportunities employer and any discrimination or harassment on the grounds of colour, sex, race, nationality, religion, ethnic origin, sexual orientation, disability, marital status, domestic circumstances, trade union membership/non-membership, or age will not be tolerated.

Privacy Policy

As prospective employees of Age UK Croydon, we think it's important you know the types of data we process about you. Please click on the following link to find our Privacy Policy: <https://www.ageuk.org.uk/croydon/about-us/our-policies/>

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 guide the decisions we make as individuals and as an organisation.

Integrity	We treat everyone equally and with respect. We work with people to ensure their independence.
Inclusion	We work in partnership with like-minded people
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

Personal Safety Project Customer Service Liaison/Administrator **Salary £10,082.80 pro rata (£25,207 FTE) Part Time / 14 hours per week**

Age UK Croydon's very successful Personal Safety Project (Falls Prevention) for older people in Croydon is recruiting a new Customer Service Liaison/Administrator. If you are an enthusiastic, passionate and organised individual, this could be the role for you.

Our Personal Safety Project (PSP) is a free service which aims to help older people who have fallen or are at risk of falling at home. The service is available to anyone aged 50 and over who lives in the borough of Croydon.

Our trained assessors carry out a comprehensive risk assessment to identify potential causes of falls and hazards in the home and can arrange for stair rails, grab handles and other necessary aids to be supplied and/or fitted, free of charge. The project can provide ongoing telephone support for up to six weeks to monitor the risk of further falls post engagement.

If you are passionate about supporting older people to remain safe and independent at home and want to contribute to an organisation which is continuously striving to improve, then we would love to hear from you.

We are committed to providing a flexible and productive working environment for all employees. Evolving technology and communication platforms enable employees to work in new and different ways, where we can meet our stakeholder needs and continue to deliver against our charitable objectives. We recognise the importance of supporting employees to have greater personal choice and maintain a healthier work/life balance.

Full training will be provided; the important qualities we are looking for are:

- ☐ Excellent communication and listening skills
- ☐ Organised with ability to manage a caseload
- ☐ Ability to accurately record and store information
- ☐ Excellent organisational and time management skills
- ☐ A cheerful, friendly and outgoing personality

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:
Recruitment, Age UK Croydon, 81 Brigstock Road, Thornton Heath, CR7 7JH

This post is subject to a disclosure and barring service check.

Closing date for applications: 9am, Tuesday 5th August 2025
Interview Dates: Tuesday, 12th August 2025

We reserve the right to close the vacancy early if a suitable applicant is found before the advertised closing date

Job Description

Title:	Personal Safety Project Customer Service Liaison/Administrator
Reporting to:	Personal Safety Project Team Manager
Responsible for:	PSP volunteers
Contract:	Part Time
Pension:	Auto enrolment applies
Location:	Hybrid working Office: Age UK Croydon, 81 Brigstock Road, Thornton Heath, CR7 7JH

Job Summary:

The Personal Safety Project Customer Liaison/Administrator works closely with the Personal Safety Advisors, supporting clients to remain safe and independent at home.

The PSP team work closely with key partners in Health, Social Care and Charity/Voluntary Sectors to take referrals. The service is unique as it can also take direct referrals from individuals in need. Once a referral is accepted, they will arrange an appointment for a home safety risk assessment. Post fitting and supply of aids/ equipment the team can provide ongoing telephone support for up to six weeks to monitor the risk of further falls and use of equipment. The PSP team is integrated with the rest of Age UK Croydon, identifying clients who may benefit from the support of other services and making referrals for support where needed.

Specific Responsibilities:

- Telephone clients to make appointments for home safety risk assessments or other visits at the direction of the Personal Safety Advisors.
- Manage and process referrals and update client records, obtaining necessary information from clients or referrers as necessary.
- Make follow-up phone calls to clients after 3 weeks and 6 weeks of equipment installation to monitor progress with recommendations made at the home safety risk assessment visit and follow up onward referrals where necessary.
- Maintain awareness of clients' general health and wellbeing, making every contact count and referring onto internal and external services where required; assure clients of Age UK Croydon's continued support where required.
- Create accurate and timely database (Charitylog) case notes for each referral, updating records consistently throughout period of engagement.
- Assist in completing and producing monthly, quarterly and annual reports and case studies using both manual and computerised systems.
- Attend promotional events to promote the project alongside Personal Safety Advisors.
- Monitor, follow up and if necessary, escalate actions which need to be taken in order to progress a referral or equipment order.
- Work within and adhere to all Age UK Croydon policies and procedures, including ensuring personal information remains confidential in adherence to General Data Protection Regulations 2018.
- Support PSP volunteers where required

- Attend all statutory and mandatory training as and when required. Identify own ongoing training and development needs, together with line manager.
- Engage with and support other Age UK Croydon services by making and processing referrals, providing updates and useful information, and assisting in other ways as required.
- Work flexibly and undertake other duties as deemed reasonable within the aims of the organisation.

Person Specification
Personal Safety Project Customer Service Liaison/Administrator

In order to meet the person specification you will be able to demonstrate:

Personal Qualities	E =Essential D = Desirable
Friendly, empathetic and approachable	E
Self-motivated and hard-working, with a flexible approach	E
Understanding of and 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 D = Desirable
An understanding of the needs of older people	E
Good working knowledge of administration processes and systems, including use of MS Office and databases	E
Experience of working to protocols, policies and procedures to ensure quality standards and best practice in service delivery	D
Experience of Health and Safety risk assessments	D
Good knowledge of GDPR	D
Skills and Abilities	E =Essential D = Desirable
Methodical and organised with good attention to detail	E
Ability to work under pressure and to a deadline	E
Good diary management and ability to manage/prioritise a waiting list	E
Positive attitude to problem solving	E
Confident to work unsupervised on own and as part of a team	E
Ability to handle sensitive information and/or issues with confidence and empathy in a professional manner.	E
Ability to demonstrate a commitment to a person-centred and holistic approach to supporting vulnerable older people	E
Strong written and verbal communication skills	E
Excellent interpersonal skills and ability to work as a team member	D
Excellent IT skills and a good working knowledge of Microsoft Word, Excel and Outlook.	E

Please ensure you give specific examples of these from your past or current working or lived experience.

This post is subject to a Disclosure and Barring Service check