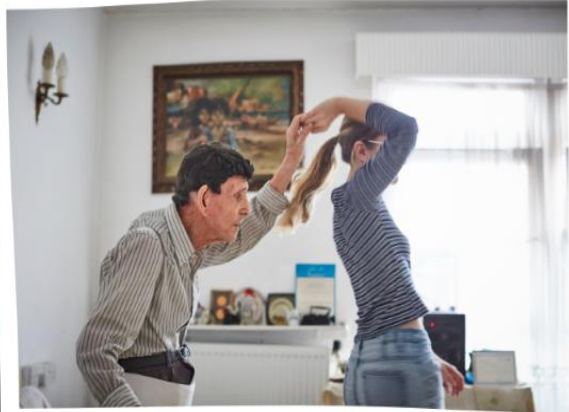




Project Co-ordinator - Older People's Involvement Recruitment Pack

Contents

AUKEL: Our vision, mission and values	Error! Bookmark not defined.
About Age UK East London (AUKEL).....	Error! Bookmark not defined.
About the team	Error! Bookmark not defined.
Background to the role.....	2
Job description	4
Person Specification	5
Employment Details	6
How We Value Our People.....	7
Next Steps.....	7

AUKEL: Our vision, values and strategy

Vision

We want East London to be a place where people age well, and where older people live happy, healthy and fulfilled lives.

Strategy

We have launched an ambitious **new five-year strategy** which was informed by the voices of older people in East London. Older people told us as part of our strategy consultation that they want to:

*Be independent,
Be connected,
Be informed and
Be heard.*

All our service delivery ambitions are clustered under these four headings.

You can read **our five-year strategy** [here](#).

You can also read more about the work we do and how our services look and feel for the older people who use them on our latest **annual account** [here](#).

Values

The way we do things is as important as what we do. We use the values agreed below, to frame our whole organisational approach.

*Kind
Accountable
Collaborative
Flexible
Inclusive*

We are committed to equity, diversity and inclusion

Age UK East London is committed to **Equity, Diversity and Inclusion (EDI)**, we recognise it as central both to our service delivery and to 'our people'. We want to build a diverse and inclusive team where everyone feels that they belong. We are aiming for a staff team that, at every level, reflects the profile of our local community and for this reason particularly welcome applications from people we want to see better represented in our organisation - people of colour, LGBTQ+ people and disabled people.

About the team

We are a friendly, welcoming team of c. 70 staff and c. 70 volunteers. As well as many new starters we have several colleagues with 20+ years of service. You can read about our senior team on our website <https://www.ageuk.org.uk/eastlondon/about-us/senior-staff/> , and here's a picture of a few of us at our EID celebration in April 2025.



Background to the role

Age UK East London are committed to ensuring that the voices of older people across East London are heard in all decisions that are made about them. Older people's views were central to the development of our organisational strategy, and we are accountable to them for our delivery of its ambitions.

We involve our users primarily through our Older Peoples' Reference Groups (OPRGs). These are autonomous, peer- led groups of older volunteers that contribute time, experience and expertise to amplify the voice of older people to statutory commissioners in health, social care and other community- based services. The membership of the OPRGs reflect the diversity of the three boroughs we work in: Tower Hamlets, Newham, City and Hackney.

You'd be joining us at an exciting time. We have ambitions to better connect our OPRGs with voluntary, community and faith groups across our boroughs, and to systematise a way for the voices, experiences and views of older people to influence our local health and care system.

Job description

Job Purpose
• To ensure that the voice of Older People is heard by decision makers across East London and help them to shape areas of public policy affecting older people at a local level. • Ensure that AUKEL is accountable to older People in the design and delivery of our Strategy and Services • To co-design and co-produce with older people user involvement projects in Hackney, Newham and Tower Hamlets.
Key Tasks
• To increase OPRG membership and strengthen participation by developing relationships, partnerships and trust with local VCSF groups. • To support Older People to engage in opportunities to lead, shape services, promote their interests and participate in external forums, events, focus groups, research and surveys etc. • Represent the interests of members at key stakeholder meetings and groups • Support members to access cross cutting AUKEL services e.g. digital inclusion programme, social activities and supporting our integration and internal referral

- Co-ordinate meetings of the OPRGs, including mailings, arranging speakers, convening, minuting, publicity and delivery.
- Measure and report on the delivery of this work and its impact through effective monitoring, reporting and data analysis and narrating client stories.
- To work with colleagues across AUKEL, to promote the OPRGs and other user voice initiatives and to connect our wider services with your project.
- Supervise volunteers to support the delivery of this work

Person Specification

Research shows that while middle class white men tend to apply for job when they meet around 60% of the criteria, women, people from the global majority, and people from other marginalised groups that encounter systematic discrimination tend to apply only when they meet all criteria. So, if you think you have what it takes, but don't meet every single aspect of the job description, please still apply!

	Essential	Desirable
Experience	• Of co-production. • Of developing productive, collaborative relationships with voluntary, faith and community sector partners.	• Of working with older people • Of monitoring and evaluation • Of event management
Knowledge & Understanding	• Understanding of confidentiality policy and practice. • Understanding of Equity, Diversity and Inclusion, including the impact of discrimination and disadvantage on our clients, as well as a commitment to investing in increasing your own awareness of EDI issues so you can contribute to making our organisation as equitable and inclusive as possible. • Understanding and commitment to safeguarding and promoting the welfare of vulnerable adults and their carers.	• Knowledge of services available to older people and their carers (e.g. through health service, social services, voluntary sector). • Of the public policy environment affecting older people.
Skills/Attributes	• Excellent communication skills both written and verbal. • Excellent IT skills • Ability to work on own initiative and within a team. • Can demonstrate AUKEL values (accountable, kind, flexible,	

	inclusive, collaborative) in the way the service is delivered.	
Additional Requirements	• This post requires travel across the three boroughs in which we work. • This post is subject to the relevant check through the Disclosure & Barring Service (DBS)	
Additional Info	• This job description is not intended to be exhaustive, but rather to clearly define the fundamental purpose, responsibilities and deliverables for the role. • In addition to the contents of this role description, employees are expected to undertake all other reasonable and related tasks allocated by line management. • This JD does not form part of your contract of employment.	

Employment Details

Contract type

This contracted post is for 28 hours per week (working day pattern to be decided). We welcome application for flexible working including reduced hours and other flexible working arrangements.

12 month fixed term contract

Location

The post holder will be mostly based at locations around East London.

Salary

Between £25,994 and £28,416 (£32,430 and £35,520 FTE pro rata) plus 5% employer pension contribution.

Salaries are based on our salary bands system. This salary range refers to the lowest and top steps of the grade. Salary will progress every year until the top salary is reached.

Holiday entitlement

25 days (pro-rata for part time) of paid holiday per year plus bank holidays. This increases after two years of service to 27 days, and then a further one day per every year of service up to a maximum of 30 days after five years of service. In addition, all employees are entitled to one day off on (or around) their Birthday.

Conditions of employment

The job offer is subject to the receipt of two satisfactory Employment References, an enhanced DBS Check and evidence of relevant Qualification.

How We Value Our People

Learning and development

We are committed to supporting our staff through a variety of training, e-learning, workshop and shadowing. A training needs assessment is carried out annually. During the appraisal and reviewed during supervision. The majority of vacancies are advertised internally to encourage staff to progress their careers within the charity.

Flexible working policy

We welcome flexible working requests from day one and anyone can make as many requests as they wish to.

Family Friendly Policy

We have a competitive Family Friendly Policy which includes maternity, paternity adoption, shared parental leave, dependency and carers leave. We have an enhanced maternity and paternity pay policy based on the length of service and we offer up to one week paid dependency leave and carer leave.

Sick leave policy

We also have a competitive sick pay policy which will give you up to 4 months full pay and 4 months half pay after 4 years of service.

Death in service insurance

We have a Death in service insurance which will help your family to cope financially should something happen to you while employed with us.

Employee assistance programme

We offer an Employee Assistance programme called WeCare which includes 24/7 online GP, Get fit programme, Mental health support, Financial and legal guidance.

Duncan Robertson Award

For the outstanding contribution to the wellbeing of older people.

Cycle to work scheme

The scheme allows employees to obtain commuter bikes and cycling accessories through their employer, whilst spreading the cost over 12 months and making unbeatable savings through a tax break

Other benefits

Through Age UK National we provide the BUPA Employee Assistance Programme, the Blue Light Discount Card, access to a discount portal provided by AON and Ticket for Good.

Next Steps

How to apply

To apply, please complete the application form on our website.

Recruitment Timetable

Deadline to receive applications: 8th December 2025 at 9am

1st stage interviews: Week commencing 8th December 2025 (likely on Friday 12th and/or Monday 15th December)

Have any questions? If you want to find out more about the recruitment process or the role, please contact our HR department by emailing on: recruitment@ageukeastlondon.org.uk