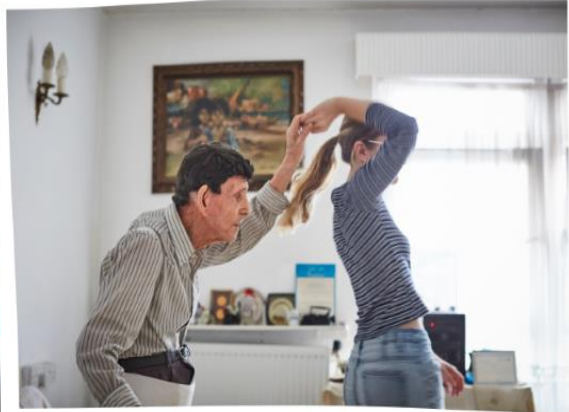




Handyperson Job Booker Recruitment Pack

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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

Job description

Job Purpose
• The Handyperson Job booker is a pivotal and busy role in the team receiving incoming referrals from a range of sources and scheduling these daily tasks to team members according to the needs of the service. We receive referrals from our four Hospital to Home services across East London (Hackney, Tower Hamlets, Newham, Waltham Forest), as well as self-referrals for smaller jobs for from Tower Hamlets residents. • We also deliver projects in Havering in partnership with Age UK Redbridge, Barking and Havering, currently these are: • Energy Doctors: delivering advice and installing small items to reduce energy usage and improve heating and wellbeing in the property. • Ageing Well: installing grab rails and stair rails referred by NHS and Havering voluntary sector partners. • Within the next 12 months, we will also be introducing a paid-for handyperson service which be available across our 3 core boroughs and the scheduling of work coordinated by this post.
Key Tasks
• Manage all AUKEK handyperson incoming referrals to the service and allocate to team members efficiently and equitably. • Manage AUKEK Handypersons diaries and allocate jobs using Salesforce to the Field Service App. • Liaise with referrers, confirming details where necessary, and confirming completion dates. • Liaise with clients to arrange appointments. • Ensure that an up-to-date handyperson rota is maintained by allocating jobs and in liaison with the Head of service, arranging cover when required. • Ensure that customer feedback reviews are carried out and recorded routinely • Maintain up-to-date records in our CRM. • Ensure hospital job referrers are provided a predicted completion dates to support forward planning. • Provide supervision and support for administration volunteers supporting the handyperson job booker role. • Ensure that the Handyperson services telephone is answered promptly. • Liaise with the Head of service to implement service improvements and smarter ways of working to better improve efficiencies.
Administration
• Maintain organisational database in respect of service users' data (Salesforce) and accurate record of visits and activity. • Support the Head of Hospital and Home services in the completion of monitoring returns in accordance with contractual requirements. • Complete volunteer supervision, and all day-to-day support and oversight.
Quality
• Be familiar with and implement Age UK East London's policies and procedures

General
• Meet regularly with the Head of Hospital and Home Services for supervision. • Attend team and staff meetings, and other meetings as required. • Undertake any other duties within the competence of the post holder under the direction of the Head of Hospital and Home Services as may be required from time to time for the smooth running of AUKEL • Undertake training as required in respect of the safe delivery of the service • Carry out the duties of the post in accordance with AUKEL's policies and procedures including Equal Opportunities, Health & Safety, Confidentiality, Complaints, Data protection, Safeguarding Vulnerable Adults
Functional Links
• The Job Booker is currently supervised by the Head of Hospital and Home services. • The Job Booker will supervise administration volunteers • Close working is required with Hospital to Home Service Managers

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	• Experience of providing administrative support	• Experience of managing front line staff diaries • Experience of supporting volunteers
Knowledge & Understanding	• Understanding of the needs of staff working alone in the community • Knowledge of safeguarding vulnerable adults practise	• Knowledge of the needs of older people living in East London.
Skills/Attributes	• Excellent communication skills written and verbal • Excellent administrative skills • Excellent planning and organisational skills • Excellent ability to cope under pressure	• Ability to speak local community languages.
Additional Requirements	• This post is subject to a check through the disclosure and barring service (formerly CRB). • This post may require travel across east London • The post holder will work with standard office server-based computer systems	

Employment Details

Contract type

This contracted post is for 35 hours per week. We welcome application for flexible working including reduced hours and other flexible working arrangements.

Location

The post holder will be mostly based at Stratford Advice Arcade 107-109 The Grove, London E15 1HP.

Salary

Between £27,038 - £29,159 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, one of which from your current or most recent employer, a DBS Check, evidence of your right to work in the UK and evidence of relevant Qualification (if applicable).

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: **24th July 2026 at 12 noon**

1st stage interviews: **6th August 2026**

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: HR@ageukeastlondon.org.uk