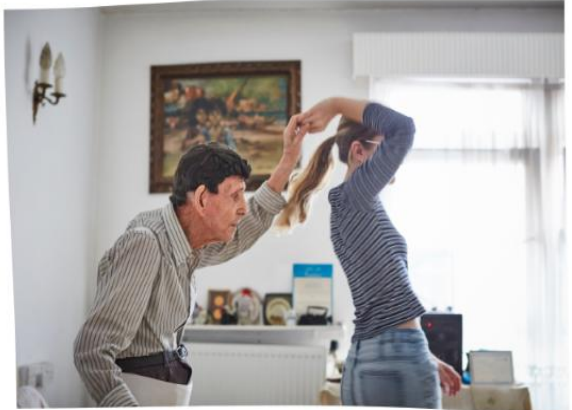




Head of Community Services

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.

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 Age UK East London (AUKEL)

The organisation

Age UK East London (AUKEL) is a local independent charity, which is part of the national Age UK network. We work across Tower Hamlets, Hackney and Newham to deliver services which support older people to live healthier, happier and more fulfilled lives.

Our work

Each year we support around 20,000 older East Londoners by providing flexible practical and emotional support in homes, hospitals and in the community. Our boroughs have the country's highest pensioner poverty in the country, further exacerbated by the current cost of living crisis.

How we help:

1. We tackle poverty

Each year our advice service supports over 2,000 older people to claim £3.2million in welfare benefits, grants and relief entitlements. During the cost of living crisis we distributed £42,000 worth of emergency vouchers for food, helping older people ensure there was food in the fridge.

2. We alleviate loneliness

According to a national model, Tower Hamlets has the highest rates of loneliness in London and in England. Our East End Friends initiative teams housebound older people who'd like a bit more company with a volunteer to visit them at home. 92% of older people said they felt less isolated and lonely and 100% of volunteers would recommend the scheme.

3. We improve health

Many older people live alone and struggle to manage around the home. Our home from hospital service supports 3,000 older people to return to a safe and warm home. Just 6% are readmitted to hospital within 28 days compared to 15.3% in areas where there aren't these services.

4. We increase independence

Many older people in our boroughs have very poor health. For example, at age 65, women in Tower Hamlets can expect just six more years of good health, which is the lowest in London and almost the lowest in England. This reduces their quality of life and can make it harder to remain independent. As well as increasing income and addressing loneliness (both determinants of health) we offer yoga, walking, and chair-based exercise groups at our community centre in Bow. 87% of participants said they are more independent as a result.

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 2024



Background to the role

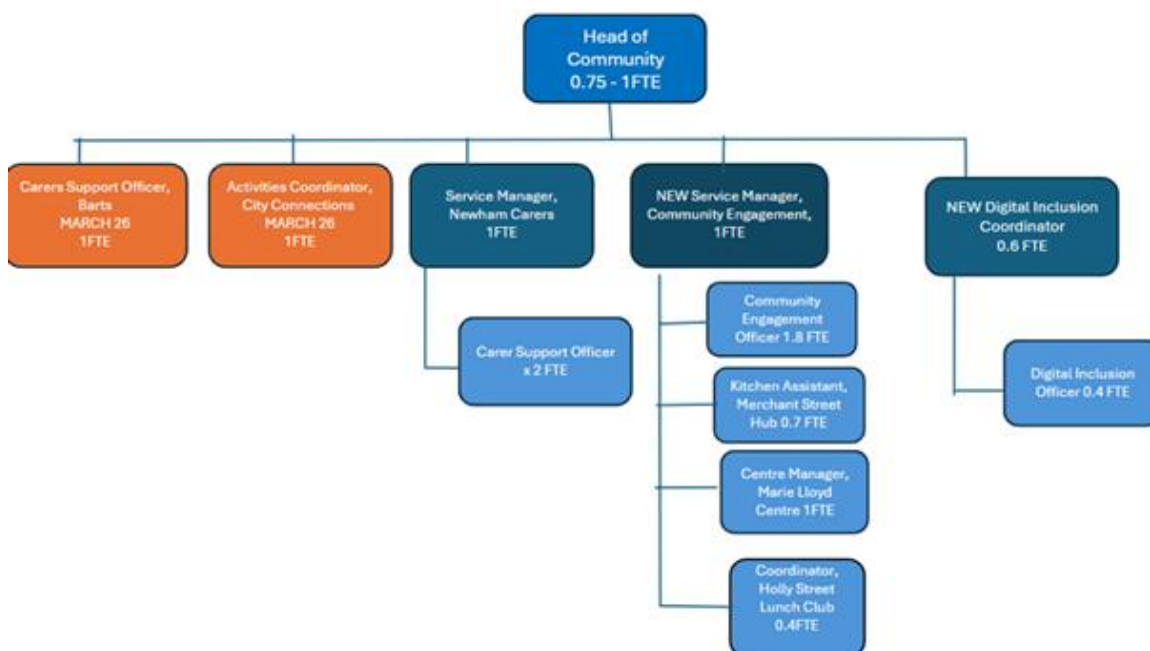
In March 2024 we published our ambitious five year strategy which set out our plans to make East London a place where people age well, and where older people live happy, healthy and fulfilled lives. We are now looking for someone with expertise and experience in older people's services to join our team to lead our Community Service development and delivery and help us deliver our strategic goals.

Delivered across the three richly diverse London boroughs of Hackney, Tower Hamlets and Newham our Community Services currently include:

- **Exercise classes** to help maintain and develop fitness, strength and mobility to prevent falls and promote wellbeing (e.g through the provision of chair-based yoga and walking groups) in our centres and at outreach settings.
- **Social activities** giving older people the opportunity to meet and connect in our centres and in outreach settings.
- **Lunch clubs** providing healthy, warm and affordable meals as well as social connection.
- **Digital inclusion** support so that people can connect with geographically dispersed family and friends.
- **Online social activities** for people who are housebound to meet, connect and be stimulated.
- **Support services for carers** which ensure they are accessing their rights and entitlements and supporting activities and groups which alleviate the pressure of their caring role.

We are able to demonstrate meaningful impact with 97% of people who use our services telling us that they feel better connected to their community and 96% stating that they are maintaining a good level of physical independence as a result of the programmes we deliver.

Community team structure



This will be a challenging and rewarding role; you'll need experience of change management and of leading operations. You will be resilient and will have values which align with ours: Kind, Accountable, Collaborative, Flexible and Inclusive. You'll be an active member of the senior leadership team, collaborating with colleagues on organisational development, and culture. You'll be a confident networker, initiating and developing external relationships and networks which will support and enhance our Community services offer. This is a chance to join our team at an exciting time; we'll expect a great deal of you but in return you'll be well supported, invested-in and given lots of opportunity to learn and grow as an organisational leader.

We particularly welcome applications from people from the **Global Majority**, who are currently underrepresented at senior levels in our organisation. We are committed to building a diverse and inclusive workplace where everyone feels valued and supported.

Job description

Job Purpose
The Head of Community will work with the Director of Services on strategic and operational planning and provide operational leadership for the range of Community services delivered by Age UK East London. The purpose of this role is to: • Take responsibility for the delivery of Age UK East London's Community Service offer, ensuring its delivery requirements are met and we are responsive to new opportunities. • Ensure that older people who are supported by the Community team also benefit from the range of AUKEL services and those provided by other local partners. • Be an active member of our SLT, working with senior leaders across AUKEL, contributing your experience and expertise to problem solve, spot and develop opportunities as well as make an impact on our overall organisational development journey. • Build responsive and accountable relationships with a wide range of stakeholders including commissioners, partner providers, senior health and social care professionals. • Motivate and inspire a frontline staff and volunteer team, using excellent communication skills and a strong understanding of key issues affecting older people. • Ensure the services are meeting all KPI's for quality and delivery, overseeing data management and analysis to ensure compliance and insight that supports future development and demonstration of impact, taking a continuous improvement approach. • Ensure service staffing and delivery arrangements are optimal, including by assessing which services need allocated staff and which would be better delivered by a central team. • Ensuring processes and good practice is embedded in case recording, reporting and

data collection.

Key Tasks

Coordination and Management of service

- Line manage service managers and coordinators, and oversee the good management of all service staff.
- Ensure services are delivered in line with contractual requirements
- Work with other senior managers, ensuring good joined up internal referral pathways, clear communication and joint-working where possible
- Ensure the team is fully conversant with the organisation's CRM and that this is used effectively to record and manage casework and evidence of outcomes and impact of the service
- Ensure the team is knowledgeable about the local service offers and are effective in referring and signposting clients to other relevant services
- Complete and maintain relevant risk assessments.
- Ensure there is cover for gaps in service delivery (e.g. due to A/L or sickness).
- Support team members to supervise volunteers effectively
- Support implementation of any organisation-wide operational changes
- Regularly attend meetings with external professionals as necessary in relation to operational management and delivery of services

Quality and Insight

- Produce quarterly KPI monitoring and evaluation reports for each contract as required to include data, case studies and insight on service delivery and opportunities
- Produce quarterly insight to the Board of Trustees at committee level.
- Monitor compliance in record keeping around key areas
- Continuously review and monitor services with the aim of improving quality, flexibility, responsiveness and effectiveness, and to identify and respond to new opportunities

General

- Develop and nurture supportive and collaborative relationships with local community, voluntary and faith partners.
- Identify, explore and develop new opportunities that address the needs of local older people.
- Lead the development and delivery of current and future commissioned community services in AUKEL.
- Work with senior colleagues to conduct ongoing 'horizon scanning' of changes in national and local priorities and approaches to services, to maximise opportunities and identify

upcoming challenges for older people

- Work with local partners to share best practice and develop opportunities to work together
- Develop strategic relationships in the local health and social care system, to gain insights and inroads to future opportunities and build service reputation and influence.
- Continuously gain feedback from the team in considering how the service can develop further, for example around reach, client journey and other areas.
- Work with colleagues to develop new service proposals, to develop the scope and impact of the Community team.

Leadership and management

- Engage, motivate and inspire the team
- Evaluate and manage overall team and individual performance and wellbeing
- Run regular team meetings with content that promotes team cohesion as well as being informative and operationally useful
- Ensure communication and training of the team is in line with contractual requirements and AUKEL policies
- Encourage and provide opportunity for sharing of knowledge within the team and between colleagues within AUKEL
- Take a person-centred approach to line management responsibilities
- Proactively identify opportunities for team members to stretch and use skills to develop them whilst benefiting the team / service / AUKEL

Other

- Perform other duties in connection with the general work of AUKEL when required
- To undertake any other duties within the competence of the post holder as may be required from time to time for the smooth running of AUKS
- To carry out the duties of the post in accordance with AUKS's policies and procedures including: Equity and Diversity, Health & Safety, Confidentiality, Complaints, Data security, Safeguarding
- Participate in learning and development opportunities and take responsibility for identifying your own learning needs

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 operational service management within community based setting within the statutory, voluntary or private sector • Of working with data to monitor outputs, outcomes and reach. • Of carrying out programme evaluation and report writing. • Of managing people at (at least) coordinator level, and successfully engaging and motivating staff. • Of effective collaboration and partnership development.	• Of engaging strategically with the local community, health and care system • Of design and delivery of innovative, impactful health and wellbeing programmes. • Of strategic service leadership and development. • Of leading change
Knowledge & Understanding	• Understanding of, and expertise in, the care and support needs of older people. • Understanding of the impact of discrimination and disadvantage on the lives of people and ability to work in a trauma-informed manner. • Understanding and commitment to safeguarding and promoting the welfare of vulnerable adults and their Carers. • Of the current health and care landscape	
Skills/Attributes	• Intermediate IT skills • Can demonstrate commitment to AUKEL values (accountable, kind, flexible, inclusive, collaborative). • Commitment to learning and development and reflective practise.	• Ability to speak a community language

	• Resilience	
Additional Requirements	• This post is subject to the relevant check through the Disclosure & Barring Service (DBS) • Flexibility in working hours to meet organisational needs.	

Employment Details

Contract type

This contracted post is for 25 - 35 hours per week. We welcome application for flexible working including reduced hours and other flexible working arrangements.

Location

The post holder will be expected to base themselves across our 4 main sites as the role requires. These are located at:

1. Head Office, 82 Russia Lane, London E2
2. Marie Lloyd Centre, 329 Queensbridge Rd, London E8 3LA
3. Merchant Street Hub, Bow Road Methodist Church, 1 Merchant Street, Bow, London E3 4LY
4. 655 Barking Road, London E13 9EX

We reserve the right to add/replace addresses to the list as business demands.

Salary

This is a Grade 6 role with salary starting at £41,700 and rising to £46,850 (pro rata for part time). Plus 5% employer pension contribution.

We have recently introduced a 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, a DBS Check and evidence of relevant Qualifications.

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 and shared parental leave. We have an enhanced maternity and paternity pay policy based on the length of service.

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.

Menopause and menstrual policy

The policy supports employees in their ability to adequately self-care during their period and menopause, while not being penalised by having to deplete their sick leave.

Open Door policy

The purpose of policy is to encourage open communication, feedback, and discussion about any matter of importance to an employee.

Wellbeing policy

The policy is aimed to promote mental wellbeing among staff and volunteers and tackle the causes of work-related mental health problems.

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: 11.59pm Monday 17th November

1st stage interviews (online): week beginning 24th November

2nd stage interviews (in person at one of our community venues): week beginning 1st December.

Have any questions? If you want to find out more about the recruitment process or the role, please contact Larissa Howells, Director of Services/ Deputy CEO by emailing on: larissa.howells@ageukeastlondon.org.uk