



# RECRUITMENT PACK

We're an  
**Age-friendly  
Employer**

@ageuklancashire [www.ageuklancs.org.uk](http://www.ageuklancs.org.uk) Registered Charity: 1142294

## Our Vision

Until everyone is living their best later life

## Our Mission

Delivering Outstanding, Responsive & Inclusive Services & Solutions

## Our Values

We are proud to work here – we value Age UK Lancashire, it's role in making a positive difference and are proud of our ability to make an impact through our work and in our communities

We innovate - We embrace new ideas, finding better solutions and ways to support our customers

We care - we are inclusive, we support each other, treat everyone with respect, are accessible and listen & act in the best interests of all

We go above & beyond - Excellence is the norm, we are only satisfied when we do our best, we strive to go above and beyond in all that we do

We take responsibility – we value and respect individual and team contribution, taking responsibility for our own actions and their impact



# A message from our Chief Executive

Thank you for your interest in this role and for considering joining us at Age UK Lancashire.

Our vision that we are here “until everyone is living their best later life” is the strong thread that runs through our organisation and alongside our mission to “deliver outstanding, responsive and inclusive services & solutions” driving our decision making and keeping us focused on what’s important.

Age UK Lancashire has a proud history of delivering services to older people across Lancashire, enabling them to maintain their independence and to enjoy choice and control over their lives.

If you do come and work with us, you’ll join colleagues who are proud of and passionate about their work & our customers, who pull together as a team and who make an impressive difference in the lives of older people every day. They make me proud every day to lead this very special organisation. If this sounds like you, we would love you to come and join us.

We asked our colleagues to describe us in 3 words and here’s what they said;



I hope that the information in this pack is helpful and gives you the information that you need to pursue your application and that it evidences why we would be a great place to work.

We look forward to receiving your application.

Teri Stephenson



# About us

Welcome to Age UK Lancashire. We are a county-wide charity working with and for older people, their families and carers.

We believe that later life should be valued and fulfilling and want everyone to live their best later life!

Through the services and support we provide, we aim to promote independence, enhance health and well-being and enable older people to access the information they need to make informed decisions about their lives.

Age is different for everyone and, of course, the challenges and the demands are different for everyone, too.

At Age UK Lancashire, we are many things to many people – a source of advice, information, companionship and support.

**Inspire**

**Encourage  
choice**

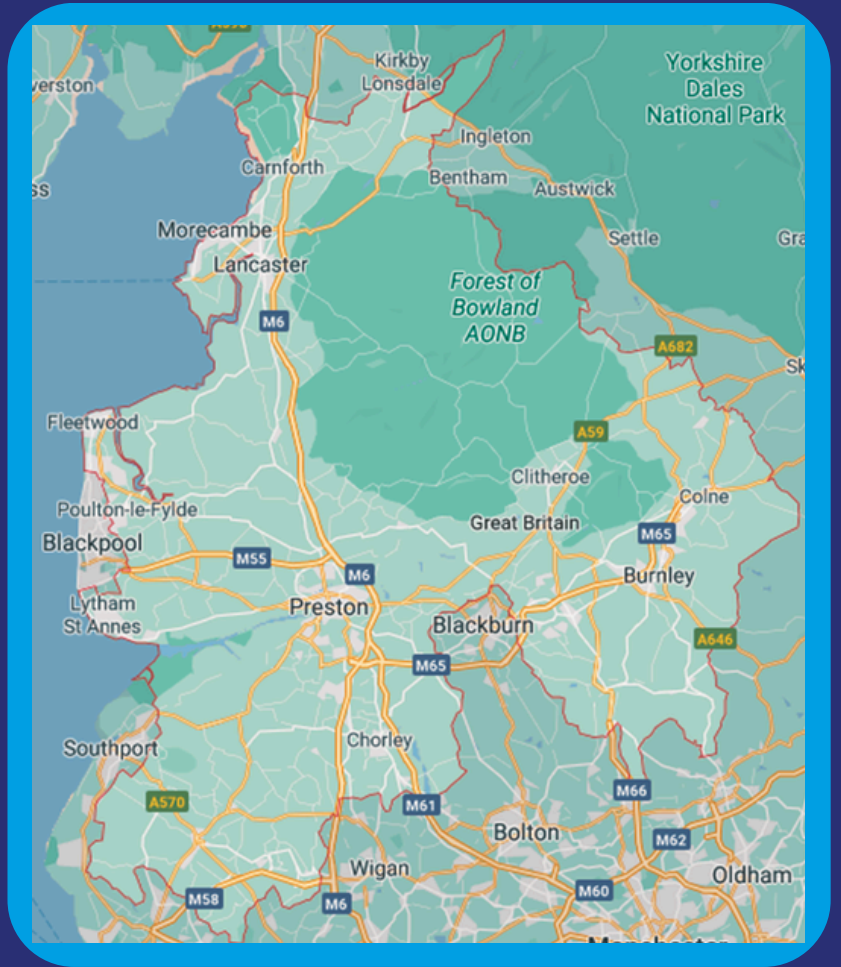
**Support**

**Advocate**

**Opportunities**

# Our Services

We provide services across Lancashire including Blackpool and North Sefton, with offices around the county.



We are an independent charity responsible for providing services and raising our own funds. As a brand partner of the national Age UK, we help to be the voice of older people through campaigning and advocacy.

Services include:

- Day Clubs
- Support at Home
- Living Well Support Service
- Information & Advice
- Dementia Support
- Integrated Care Programme



# Income Generation

## Retail

Following a partnership with Age UK, we have been able to benefit from their expertise and resources, as they lead on the day-to-day operational management across Lancashire. This has made the shops more sustainable while still ensuring that Age UK Lancashire continues to benefit from valuable income generated through sales.

## Fundraising

Our fundraising team carries out numerous events and activities throughout the year, encouraging the public and businesses to get involved and have a great time whilst raising money. The team is always looking for enthusiastic staff and volunteers to get involved.



# Why work for us?

## We are Inclusive

Here at Age UK Lancashire we are working hard to encourage people from all backgrounds and ethnicities to join our team.

Having a diverse workforce is key to our sustainability and growth, helping us engage with minority groups and service users, ensuring we are here for every older person in Lancashire.

We encourage colleagues at every level to play a part in our future, and have opportunities to join our Colleague Engagement Group (CEG), giving you a voice in the key decisions we make.

Opportunities to develop your skills and knowledge are also available through training and development courses, helping to empower you and give you the chance to reach your full potential.



## We celebrate you

We believe in celebrating the great work our teams do throughout the county and host an annual Staff & Volunteer Celebration Event, where we recognise the teams and individuals that go above and beyond in their every day roles.

Giving everyone the opportunity to get together and meet other colleagues across the organisation helps us develop a friendly and welcoming environment to work in, which in turn makes working for Age UK Lancashire a fun and rewarding experience.



# Employee Benefits

Age UK Lancashire are committed to creating a positive working environment that supports health and wellbeing of our colleagues. Our colleagues are offered a great range of benefits.

- A friendly, caring and inclusive culture
- Flexible working options, including compressed working hours and hybrid working
- 35 hour full time working week
- 25 days annual leave entitlement plus bank holidays
- Extra annual leave based on length of service
- Short Notice Days
- Employee Assistance Programme (EAP) – Our EAP offers you, or those in your household, free and independent support 24/7, 365 days a year via telephone, email or online.
- Employer Workplace Pension Contribution
- Employee discounts
- Annual celebration events
- Financial Planning and Support provided by Lifetime

## Sounds good, right?

# What people say about us

## Our customers

"I could not ask for anything better"

"Brilliant staff, very friendly"

"It's lovely to see a smiling face as I have not seen anyone all week and it's nice to have a chat"

## Our Staff

"I have only recently joined Age UK Lancashire and it is the best company I have ever worked for. Every member of staff I have had dealings with at every level has been so supportive and friendly."

"It's great to feel part of the whole team to be kept in touch with all that is going on."

"I enjoy the satisfaction of helping others & empowering older people to still achieve their own goals in life, despite their ages or health issues. Plus I like to make them smile."



# Our survey said...?

98%

of colleagues say that they are listened to and their voices are heard.

95%

of colleagues say that they like their job and enjoy coming to work

99%

of colleagues would recommend Age UK Lancashire as an employer to friends and family

## Reasons why colleagues would recommend us:

- Welcoming & friendly environment
- Great culture
- Flexible
- Leaders who listen
- Job satisfaction
- The difference we make in people's lives
- Fantastic teams & managers

Following the implementation of our flexible and compressed working options, colleagues said that the culture of flexible working is “fantastic, I feel more productive and motivated as a result and it gives me a better work / life balance”