



Volunteers Christmas Party, 2022

# Recruitment Pack

# Chief Executive Officer

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# *A message from our chair*

Many thanks for your interest in the role of Chief Executive Officer at Age UK Lewisham & Southwark. Our charity aims to improve the lives of older people in both the London boroughs we work in by providing services and support that address poverty and isolation. We also promote health and wellbeing and actively connect older people with their communities. Our charity is an independent local organisation, albeit part of the national Age UK network. We work in close partnership with other local charitable organisations as well as with our local and health authorities.

Our boroughs are highly diverse with over 120 languages spoken locally and both boroughs have high – and increasing – numbers of people living with frailty and a higher than average number of attendances at local Emergency Departments in our local hospitals. The prevalence of long-term health conditions and disability is high among older people, especially in the more deprived neighbourhoods in our boroughs.

As well as providing Information and Advice to help older people ensure they are getting all the benefits to which they are entitled, our wide range of services promote and support independent living. This includes simple and effective referral schemes that act as a bridge between local services (provided by statutory organisations and local community groups) and older people in both boroughs. We also provide a range of practical services including toenail cutting clinics and a Handy Person service as well as providing befriending and a volunteer-led transport service. We have two day centres in Southwark: our Healthy Living and Learning Service in Bermondsey provides a range of activities such as computer classes, yoga, and exercise classes for older people wanting to drop by and our Day Care Centre at Stones End in Elephant/Borough provides a welcoming space for those older people needing higher levels of care, often relieving pressure on their carers. Both centres cook healthy and culturally appropriate meals for our members and collectively our services support over 5,000 older people each year.

*Philippe Granger  
Chair of Trustee Board  
Age UK Lewisham and Southwark*

# About Age UK Lewisham and Southwark (AUKLS)

We are a local, independent, self-funded charity that exists to improve the lives of older people in Lewisham and Southwark, and have been working to achieve this for more than 40 years. We work to our core values which include being fair and equal as a service provider, employer and partner. We enjoy an open and participative working environment, where teamwork, collective responsibility and delegated authority are central to this process. A key element of all roles is to develop and maintain the organisation's working ethos and culture.

## Our Purpose and Vision

To improve the lives of older and vulnerable people in the London Boroughs of Lewisham and Southwark, working towards a future in which older people are valued, safe and empowered to make choices about their lives

## Our Mission

Age UK Lewisham and Southwark aims to empower and enable older people to lead fulfilled lives by:

- Providing services and support that address poverty and isolation
- Protecting the human rights of local older people
- Promoting health and wellbeing
- Connecting older people with their communities
- Working positively with partners across all sectors

## Our Values

- We recognise older people as individuals with diverse talents and needs
- We are fair and equal as service provider, employer and partner
- We are opposed to ageism and discrimination in all forms
- We are collaborative in our approach to work
- We are a dynamic, credible, trusted and sustainable organisation

## Our Strategic Aims

- To deliver services that people want and need
- To proactively identify and respond to local needs
- To maintain and increase the resilience of AUKLS

Age UK Lewisham and Southwark (AUKLS) is a charity registered with the Charity Commission (Number 296862) and a company limited by guarantee registered in England and Wales (Number 02118525).

Although we are a brand partner of the national Age UK charity, we are an independent organisation relying on local funding.





# Our services

## In Southwark

- The Healthy Living and Learning Centre provides activities for older people living independently like Cheerleading Dance Classes or Pasta Making.
- Our Stones End Day Centre welcomes older adults with care and support needs.
- Ageing Well Southwark helps older people to find out about all the support and services available to them locally.
- The Handyperson service helps with a wide range of jobs in our clients' homes to keep them living safely and independently.

## In both boroughs

- The Information and Advice service helps older people to understand their rights and options to maximise their income, access the right care and decent housing.
- Happy Feet provide a toe nail cutting service.

## In Lewisham

- Community Connections helps vulnerable adults aged 18+ to find the right support and services for their health and wellbeing.
- Befriending matches volunteers with isolated adults for a weekly chat.
- Community Transport matches volunteers who are happy to accompany vulnerable adults who can't use public transport to their appointments.
- The Community Development team supports local groups to develop new activities, network, follow best practice and thrive, to the benefit of their service users.
- The Lewisham Dementia service runs enjoyable activities for people with dementia and their carers.

# What our service users say about us

I am extremely grateful for the kindness and love of you and your colleagues. This kindness of yours in the end year was divine gift for me and I will never forget it.

I felt comfortable and reassured.

Thank you very much for all the care you've taken, and thank you very much indeed for the volunteer's visit.

Good service you have going on there!

Thank you so much for all of your help. It was so lovely to speak to an actual person rather than a machine for once!

Many thanks for your help. A warm and non-abusive conversation made it possible for me to put my pride aside and pursue getting support from the service you recommended. Your approach was compassionate and respected my dignity. God bless and empower in all that you do.

Thank you very much for the help today. Even if it didn't seem so, just the talking a little kind of gave me a slight sigh of relief and relaxed a bit more from the extra help. I will definitely try and go there probably Monday if I can.

Thank you to all the staff at Community Connections – you are all amazing!

I learned so much from Leanne, who worked dedicatedly with me-- about the language of fundraising bids, how to answer funders' questions, how to calculate how much to ask for, presenting a budget, editing and refining applications and more. I also learned so much about how to tell our organisation's story and convey our impact as well as framing up a budget. Leanne was a delight to work with and so good at her job. I can't emphasise enough how beneficial this programme was.

# Job Description

JOB TITLE:	Chief Executive Officer
REPORTING TO:	Board of Trustees
LOCATION:	London (Hybrid working available)
SALARY:	£70,000 - 80,000 per annum (depending on experience)
HOURS:	35 per week
DURATION:	Permanent

## Key Responsibilities:

### **Leadership and Strategic Direction**

- Set, and agree with Trustees, the organisation's strategic direction and, through the delivery of the annual business plan and the efficient allocation of the organisation's resources, ensure an effective operational implementation of the charity's service delivery model.
- Provide dynamic and resilient leadership to the organisation to enable it to meet the challenges in providing services to older people in Lewisham and Southwark.
- Lead local voluntary sector consortia to deliver services, including resolving the challenges of performance and delivery.
- Develop and exemplify the organisational ethos and values, and create a culture that embeds these throughout the organisation's staff and volunteers.
- Identify and continuously review the organisation's key strategic and delivery risks and ensure that appropriate and timely mitigations are implemented.

### **Financial Sustainability and Income Generation**

- Lead efforts to strengthen the charity's financial position through sustainable income generation and cost-effective management.
- Drive the continued development of diversified income sources and maximise unrestricted income, including through:
  - Securing major grants
  - Seeking corporate grants and sponsorships
  - The development and marketing of paid-for services
  - Securing local authority funding
  - Working with local statutory authorities, including health bodies and commissioners, on the design and delivery of services
  - Expanding the charity's network of supporters, donors, and sponsors
- Develop and execute a fundraising calendar and deliver applications and engagement activities in line with it.
- Encourage innovative and entrepreneurial approaches that allow AUKLS to develop new delivery models that align with funder priorities and support long term financial stability.
- Implement robust financial planning and oversight to ensure the charity operates efficiently and effectively within its means while maintaining high-quality service delivery.

### **Understanding Our Users' Needs and Developing Appropriate and Sustainable Service Delivery Models**

- Use customer feedback and research on the needs of older people to inform the evidence-based design of effective services.
- Put older people at the heart of service delivery, ensuring they are able to participate in service development.

- Continuously assess the effectiveness of services to improve delivery, respond to changing circumstances, and maximise benefits for older people.
- Develop and lead local voluntary sector consortia to enhance service provision.
- Monitor government, NHS, and grant funder policies that impact older people, identifying opportunities for AUKLS to align services with these goals.
- Ensure services are demonstrably valuable and measurable in terms of impact.
- Oversee Community Connections Lewisham, a social prescribing service that helps residents access activities, groups, and support to improve health, wellbeing, and happiness. The service supports all Lewisham residents, or those registered with a Lewisham GP, aged 18 or over.

### **High-Quality and Compliant Service Delivery**

- Ensure all services meet high-quality standards, legal obligations, and equal opportunities principles.
- Maintain a safe environment for service users, staff, and volunteers across all premises, vehicles, and equipment, complying with health and safety legislation.
- Maintain necessary quality marks and accreditations.
- Ensure robust safeguarding procedures are in place and effectively managed.

### **Building and Maintaining External Relationships**

- Work in partnership with and provide leadership within the local voluntary sector, particularly in the delivery of older persons' services consortia.
- Maintain trusted and effective working relationships with local statutory agencies and enhance AUKLS's reputation as a reliable service delivery partner.
- Build and develop relationships with Age UK nationally and regionally.
- Act as an ambassador for the organisation, advocating for the needs of older people and raising awareness of AUKLS's role, achievements, and potential.

### **Developing Our People and Organisational Management**

- Lead, develop, support, and manage the senior leadership team.
- Build an organisational structure that supports effective management, training, and supervision of staff and volunteers, enhancing resilience and minimising keyperson dependencies.
- Foster a culture where staff feel challenged, supported, and empowered, and where work is rewarding, enjoyable, and varied.
- Ensure all organisational policies and procedures, including HR policies, are up to date, proportionate, and effectively communicated.
- Support Trustee oversight and decision-making through clear governance structures and transparent reporting.
- Provide robust and timely advice to the Trustees, including assessments of organisational performance and key challenges.
- Champion a culture of inclusion and equity, ensuring that diversity is embedded across all aspects of the organisation's work, from service design to staffing and governance.
- Promote inclusive recruitment, progression, and retention practices that reflect the diversity of the communities we serve.
- Ensure training and development opportunities actively support awareness and understanding of EDI principles among staff, volunteers, and Trustees.



## Financial Management

- Oversee the organisation's contracts, assets, and liabilities to ensure long-term financial sustainability.
- Develop and manage an annual business plan and corresponding budgets, ensuring alignment with strategic goals.
- Ensure sound financial management, including the production and analysis of management accounts, risk assessments, and robust financial controls.
- Ensure timely and accurate completion of statutory returns to the Charity Commission, Companies House, HMRC, and other regulatory bodies.
- Provide clear financial reports to Trustees, including regular Finance Committee and Board updates.

## Other Features of the Post

- The CEO will be responsible for an annual income and expenditure of around £2.3m-£3m and a workforce of 50-100 staff and 100-200 volunteers.
- The CEO and Chair will meet and liaise regularly to ensure the smooth running of the organisation.
- The postholder may be required to undertake additional duties as determined by the Board of Trustees, in line with the responsibilities of the role.

We are committed to being an inclusive organisation that actively values diversity. The CEO will play a leading role in embedding equitable and inclusive practices across the charity, ensuring that our services are accessible and responsive to the needs of all older people in our communities.

We welcome applications from individuals with lived experience or backgrounds that are underrepresented in leadership roles, including but not limited to people from Black, Asian and Global Majority communities, disabled people, LGBTQ+ people, and people with experience of socio-economic disadvantage.

This job description does not provide an exhaustive list of tasks and activities as all posts within the organisation are subject to evolution as the organisation develops and grows.

# Person Specification

The successful applicant must be able to demonstrate empathy for our service users and be committed to the promotion of a supportive working environment.

Competency	Specification
<b>Essential Personal Qualities</b>	<ol style="list-style-type: none"> <li>1. Committed to the core aims of the organisation, including:               <ul style="list-style-type: none"> <li>• Working as part of a highly diverse staff and volunteer work force</li> <li>• Putting service users at the heart of our work</li> <li>• Being positive and proactive in difficult situations.</li> </ul> </li> <li>2. Drive, energy, enthusiasm.</li> <li>3. Dynamic leadership with a collaborative and inclusive approach.</li> <li>4. A strong commitment to Equity, Diversity and Inclusion principles.</li> <li>5. Emotional intelligence, resilience and the ability to inspire teams.</li> </ol>
<b>Essential Experience</b>	<ol style="list-style-type: none"> <li>6. Senior leadership experience in a charity or public sector organisation.</li> <li>7. Proven track record of managing change and organisational resilience.</li> <li>8. Strong experience in fundraising, income generation, and financial management.</li> <li>9. Experience in financial planning, budget oversight, and driving long-term financial sustainability.</li> </ol>

<b>Desirable Experience</b>	<p>10. Experience working in a charity, health, social care, or older people's services setting.</p> <p>11. Knowledge of commissioning and contract management within the public sector.</p>
<b>Essential Skills and Knowledge</b>	<p>12. Strategic leadership, planning, and governance expertise.</p> <p>13. Strong understanding of the needs and challenges faced by older people.</p> <p>14. Excellent relationship management and stakeholder engagement skills.</p>
<b>Desirable Skills and Knowledge</b>	<p>15. Familiarity with local government structures and policy influencing.</p> <p>16. Understanding of digital transformation and innovation in service delivery.</p>

**All offers of employment are subject to pre-employment vetting processes including an enhanced DBS check.**

# What our staff say about us

I've thoroughly enjoyed the bonds I've created with the staff at Age UK Lewisham and Southwark and really appreciate how friendly and welcoming everyone here is. Everyone is always so willing to help each other which really makes you feel like part of the team and an integral part of AUKLS. I enjoy the autonomy we have over our caseload and like that we're given opportunity to be creative within our role – it's never a boring day at AUKLS!

I love working for Age UK Lewisham and Southwark because it allows me to support vulnerable adults and people who experience chronic loneliness and isolation daily. I love that I can contribute significantly to a harmonious society, especially in communities that most need collaborative endeavours. As a new Community Facilitator, I am impressed and fascinated by how supportive, friendly and involved all my colleagues are, including the management team. I love how empowered in making decisions and how autonomous we are allowed to be in our work with our lovely clients, who are at the core of the solutions to their situations and only need a little encouragement to pursue taking care of their well-being in a creative, fun, yet effective manner.

When I first joined AUKLS, I had a goal to improve my professional skills, and I have certainly achieved this. AUKLS provides a great environment for employees to develop professional skills through training and the flexibility and autonomy we're given within the role. Working at AUKLS has increased my confidence and allowed me to enhance my communication, problem-solving and interpersonal skills.

I feel very grateful to be working at AUKLS. There is a working culture of openness, creativity and sincerity. The managers encourage us to bring our own personalities to the role, and there is lots of support available. The job allows you to empower people to make small and big changes, and seeing how our work impacts people's lives to increase their agency and improve their wellbeing is a great joy of the work!

# Employee Benefits

- 26 days annual leave + bank holidays (pro rata for part-time)
- Additional day's leave for Birthday
- One day a year for volunteering
- Access to Employee Assistance Programme, including access to 24/7 helpline for partners and dependents
- Flexi time scheme allowing the claiming back of additional hours worked (subject to approval)
- Other flexible working options, including working from home (where appropriate)
- Generous contractual sick pay scheme, allowing staff to recover without the worry of loss of income
- Employer pension scheme, including 3% employer contribution
- CycleScheme members – enabling employees to save 25-39% of the cost of a new bike & accessories whilst also spreading the cost
- TechScheme members – enabling employees to purchase tech through AUKLS and spread the cost from their salary

AUKLS is an accredited London Living Wage employer.

AUKLS enjoys an open and participative working environment. We promote a working culture that is supportive, professional and person centred. Teamwork, collective responsibility and delegated authority are central to this process. A key element of all roles is to develop and maintain the organisation's values, working ethos and culture.

## Promotion of a Supportive Working Environment

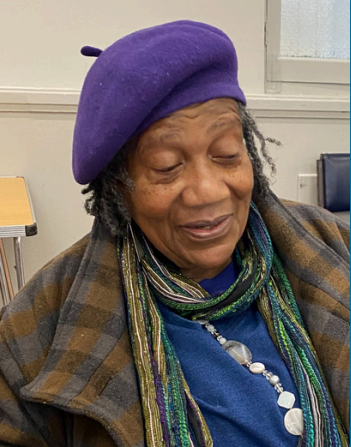
A supportive working environment can be defined as an environment where contribution is recognised, encouraged and rewarded. Staff and volunteers alike expect to be encouraged to develop personally and professionally and to acquire new skills. All staff and volunteers must promote this environment as part of their roles and responsibilities.

## Training and Development

AUKLS understands the importance of training and development for staff. Training and development are standing items staff can expect to discuss in their regular support and supervision sessions with their manager.



# Equity, Diversity and Inclusion



Age UK Lewisham and Southwark is an equal opportunities employer and any discrimination or harassment on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation will not be tolerated. If you would like to see our full Equal Opportunities & Valuing Diversity Policy, please contact [recruitment@ageuklands.org.uk](mailto:recruitment@ageuklands.org.uk).

We are committed to providing equal opportunities for everyone regardless of their background during the recruitment process. We acknowledge that people from certain backgrounds are under represented in the workforce and we are committed to doing everything we can to correct this.

We are particularly keen to receive applications from: Older people; Black, Asian and minority ethnic people; disabled people (including hidden disabilities) and/or neurodivergent people; people who identify as LGBTQ+; people with experience of mental health issues; parents and/or carers; migrants; people who identify as working class now or in the past; and people at the intersection of these experiences.

We recognise that people have commitments and responsibilities outside of work, therefore AUKLS supports flexible working.

AUKLS is proud to be a Disability Confident Committed Employer. This commitment includes guaranteeing an interview to applicants applying under the scheme who meet the role's minimum criteria. Find out more about Disability Confident at: [www.gov.uk/disability-confident](http://www.gov.uk/disability-confident)

We are committed to inclusive and fair working practices, so during the application process we will make reasonable adjustments to the application and interview process for candidates with disabilities and/or neurodivergence.

# How to apply

To apply please send your CV, a covering letter, and a completed equal opportunities form by 11 May 2025. Applications received after that time will not normally be considered for shortlisting. This is a rolling recruitment, and we reserve the right to close to applications early, so an early application is recommended.

Completed electronic applications must be sent to [recruitment@ageuklands.org.uk](mailto:recruitment@ageuklands.org.uk) ensuring you clearly identify the post you are applying for.

Applications sent by post should be marked confidential and for the attention of: Human Resources - Recruitment; Age UK Lewisham & Southwark; Stones End Centre; 11 Scovell Road; London SE1 1QQ

Please ensure that your covering letter demonstrates how your experience, skills and knowledge meet the selection criteria set out in the Person Specification.

Applications in alternative written formats or audio recordings from applicants, who for reasons of disability may find it difficult to provide a standard CV and covering letter, will be accepted. If such an application is made the following information must also be provided:

- Personal details – Forename, surname and title; Contact details – full address, including post code, phone number, email address
- Education and qualifications
- Employment history, including the names and contact details of two referees (one of which must be your most recent employer)
- Declaration that you have the right to work in the UK and if applicable any restrictions on your right to work in the UK
- Declaration that the information provided is correct

Due to the high volume of applications received, we regret we will not be able to contact applicants who are not shortlisted for interview.

If you have any questions, please contact the Chair of Trustees by email at [chair@ageuklands.org.uk](mailto:chair@ageuklands.org.uk).

As prospective employees of Age UK Lewisham & Southwark, we think it's important you know the types of data we process about you. Please click on the following link to view our [Privacy Policy](#).