

# Recruitment Pack

Ageing Well Southwark Partnership Manager  
(21 hrs per week)



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### **‘Improving life for older people in Lewisham and Southwark’**

#### **Equal Opportunities & Valuing Diversity**

Age UK Lewisham & 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, and sexual orientation will not be tolerated.

#### **Privacy Policy**

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: <https://www.ageuk.org.uk/lewishamandsouthwark/privacy-policy/>

# About Age UK Lewisham & Southwark

Age UK Lewisham and Southwark (AUKLS) is a charity registered with the Charity Commission (296862) and a company limited by guarantee registered in England and Wales (02118525). Age UK Lewisham and Southwark has been working in the boroughs of Lewisham and Southwark for over 40 years and is a leading voluntary sector provider of services to older people in both London Boroughs. Our head office is located in the fully accessible Stones End Centre in the heart of Southwark.

## Our Purpose and Vision:

To improve the lives of older 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:

Our work is shaped by 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 in all forms
- We are collaborative in our approach to work
- We are a dynamic, credible, trusted and sustainable organisation

## Our Strategic Aims:

Our overall aims and values are reflected in our current strategic aims:

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

# How to apply

To apply please complete and submit our application form. **Please ensure that your supporting statement demonstrates how your experience, skills and abilities meet the selection criteria set out in the Person Specification.** These can be found in the next section of this pack. Please also ensure you complete the equal opportunities monitoring form and Criminal Record declaration

Applications should be returned to us by **9:00am on Monday 30<sup>th</sup> November 2020**. Applications received after that time will not normally be considered for short listing. Completed electronic applications must be sent to:

**HR@ageuklands.org.uk**

ensuring you clearly identify in the email the post you are applying for. Applications sent by post should be marked confidential and for the attention of:

**Human Resources  
Age UK Lewisham & Southwark  
Stones End Centre  
11 Scovell Road  
London  
SE1 1QQ**

Due to the high volume of applications received, we regret, we shall not be able to contact applicants who are not short-listed.

# Interview Process

Interviews will take place during the **week commencing 30<sup>th</sup> November 2020**.

If you are successful we will contact you as soon as possible after the closing date to let you know what the interview process will entail.

# JOB DESCRIPTION

<b>Post:</b>	<b>Partnership Manager (Ageing Well Southwark)</b>
<b>Salary:</b>	£38,000 pro rata
<b>Hours:</b>	21 per week
<b>Responsible to:</b>	CEO
<b>Direct Reports:</b>	Delivery Lead (Ageing Well Southwark)

## **Organisational background:**

Age UK Lewisham and Southwark (AUKLS) is an independent local charity that exists to improve the lives of older people. AUKLS enjoys an open and participative working environment. We work to our core values of being supportive, professional and person centred. These are reflected in the way we work with older people, with each other and with our partners. 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.

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.

## **Main Purpose of Role:**

This exciting new strategic post will be responsible for the implementation and management of the new "Ageing Well Southwark" contract.

*Ageing Well Southwark – Support for Seniors and Carers* is a flexible new service to help older people and their carers discover and access a range of support and community available to them in Southwark. The service will offer personalised planning to make it easier for seniors to discover new and meaningful opportunities to make friends, feel closer to their communities and ensure they are able to remain as independent as possible for as long as possible. The service has sites ("Sub-Hubs") across the borough where people can drop-in, as well as a phone line and website, to get information about practical services, such as AUKLS' handyperson, nail cutting and advice services, adaptations and support in the home, plus a huge range of exciting social activities and groups to take part in. The service is provided by AUKLS (the contract holder) working with a delivery partnership of local charities collectively known as the Consortium of Older People's Services in Southwark (COPSINS), and working closely with Southwark Council. The COPSINS partners are:

- Age UK Lewisham and Southwark (AUKLS)
- Blackfriars Settlement
- Link Age Southwark
- Southwark Carers
- Southwark Pensioners Centre
- Time and Talents

The key roles will be:

- **To ensure strategic oversight and effective management and delivery of the Ageing Well Southwark contract**
- **To support the COPSINS delivery partners to ensure efficient and high-quality service delivery that is monitored regularly to ensure compliance with obligations to commissioners and other stakeholders**
- **To contribute to the overall achievement of AUKLS mission and objectives**

- 1. To ensure strategic oversight and effective management and delivery of the Ageing Well Southwark contract**
  - 1.1. Work closely with LB Southwark commissioners and service delivery teams to ensure positive relations and service delivery that meets the requirements of the commissioner, including in relation to service delivery and reporting
  - 1.2. Provide robust risk control, risk reporting and risk management for the overall Ageing Well Southwark contract
  - 1.3. Maintain accurate and detailed documentation and records as required by regulators, funding bodies and other stakeholders
  - 1.4. Prepare reports required by the AUKLS Senior Management Team, Commissioners and other relevant stakeholders
  - 1.5. Ensure COPSINS partners meet regularly and that meetings are serviced and supported, enabling all members to play a full role in the development of the service
  - 1.6. Oversee and ensure the development and delivery of a strong communications strategy for Ageing Well Southwark
  - 1.7. Ensure that older people and their carers are appropriately consulted, included, understood and supported effectively by AUKLS and COPSINS in the development and delivery of this work
  - 1.8. Build and maintain strong relationships with key stakeholders including developing strong relationships with multiple partners in relevant sectors to source opportunities to support existing and new services
  - 1.9. Use community mapping and a community asset-based approach to enrich and support the COPSINS service offer
  - 1.10. Ensure Ageing Well Southwark offers person-centred support, and develops in line with best practice
  - 1.11. Ensure Ageing Well Southwark complies with GDPR legislation and best practice
  - 1.12. Develop the service to enhance the offer available, making use of best practice models
  - 1.13. Provide strong management to ensure efficient and high-quality service delivery from the AUKLS elements of the Ageing Well Southwark service, including through the management of the Ageing Well Southwark Delivery Lead
  
- 2. To support the COPSINS delivery partners to ensure efficient and high-quality service delivery that is monitored regularly to ensure compliance with obligations to commissioners and other stakeholders**
  - 2.1. Provide leadership and management of the overall Ageing Well Southwark contract
  - 2.2. Work with the COPSINS delivery partners to support them to effectively and successfully meet their individual service targets (in line with contractual obligations)
  - 2.3. To take relevant remedial action as required in the event of poor performance or reporting by a COPSINS partner (– including developing and ensuring the implementation of Performance Improvement Plans as necessary and in line with each partner’s Service Level Agreement with AUKLS)
  
- 3. Contribute to the overall achievement of AUKLS mission and objectives**
  - 3.1. Ensure the values of AUKLS are upheld across the organisation
  - 3.2. Provide a supportive working environment to all staff and volunteers
  - 3.3. Meet legislative and regulatory requirements
  - 3.4. Carry out administrative duties in connection with the post
  - 3.5. Provide statistical information in relation to monitoring requirements
  - 3.6. Attend supervision, staff and team meetings as requested
  - 3.7. To undertake research and contribute to reports
  - 3.8. Undertake any other duties as determined by the AUKLS CEO and Trustees

The Job Description is accurate at the time of writing (November 2020) but may be subject change, by agreement with the post holder.

# PERSON SPECIFICATION

Competency	Specification	Essential or Desirable
<b>Personal Qualities</b>	<ol style="list-style-type: none"> <li>1. Drive, energy and enthusiasm</li> <li>2. Commitment to the aims of Age UK L&amp;S and Ageing Well Southwark</li> <li>3. Flexibility, empathy, care for others and confidence</li> <li>4. Positive attitude to working as part of a highly diverse staff and volunteer work force</li> <li>5. Positive approach to work demands and change</li> </ol>	<ol style="list-style-type: none"> <li>1. E</li> <li>2. E</li> <li>3. E</li> <li>4. E</li> <li>5. E</li> </ol>
<b>Knowledge and Understanding</b>	<ol style="list-style-type: none"> <li>6. Knowledge and understanding of the role of the voluntary sector in service delivery</li> <li>7. Sensitivity and understanding of the cultural and religious needs of the diverse communities served by AUKLS</li> <li>8. Knowledge and understanding of older people's and their carers' needs and services</li> </ol>	<ol style="list-style-type: none"> <li>6. E</li> <li>7. E</li> <li>8. E</li> </ol>
<b>Skills and Abilities</b>	<ol style="list-style-type: none"> <li>9. High level influencing and negotiation skills</li> <li>10. Ability to develop new initiatives and undertake project planning</li> <li>11. Ability to manage the delivery of complex projects with a range of partners</li> <li>12. Ability to communicate with people at all organisational levels and in a range of formats (written, verbal etc)</li> <li>13. Ability to work on own initiative, and manage and prioritise a varied and sometimes heavy work load</li> <li>14. Ability to work flexibly as circumstances demand and be responsive to change</li> </ol>	<ol style="list-style-type: none"> <li>9. E</li> <li>10. E</li> <li>11. E</li> <li>12. E</li> <li>13. E</li> <li>14. E</li> </ol>
<b>Experience</b>	<ol style="list-style-type: none"> <li>15. Experience of effective staff and budget management</li> <li>16. Experience of reporting and monitoring for complex projects</li> <li>17. Experience of working in formal partnerships (including consortia and partnerships between the voluntary and public sectors)</li> </ol>	<ol style="list-style-type: none"> <li>15. E</li> <li>16. E</li> <li>17. D</li> </ol>
<b>Education</b>	18. Educated to degree level	18. D

The successful applicant will be required to:

- Travel within Southwark
- Demonstrate they have the right to work in the UK
- The post may be subject to a DBS check (to be confirmed)