

HOME SERVICES MANAGER

Advert

Hours: Full time (35 hours) preferred; part time considered (minimum 28 hours).
9 a.m. – 5 p.m. Monday – Friday if full time.

Contract: Permanent

Responsible to: CEO (may change)

Responsible for: 2 service coordinators. Joint responsibility with the two coordinators for the housekeepers, handypersons and gardeners plus any volunteers used to support the service

Location: Hybrid in line with our Hybrid Working Policy. Office location is the White House Community Centre, Hampton. Community locations and in the homes of older people as needed.

Salary: £34,000 – 38,500 FTE DOE plus 5% pension contribution pension contribution. Employee Assistance Program (EAP), Blue Light card and Age UK discount schemes.

Lead a team giving great practical support to local older people

Age UK Richmond upon Thames is a local independent charity supporting older people across the London Borough of Richmond upon Thames. We provide a wide range of valuable and well used local services in Richmond upon Thames designed to improve wellbeing and enhance independence. These include information, advice and welfare benefits support; social & wellbeing centres; support after hospital discharge; digital skills development; Dementia Friendly Richmond; mental health peer support and Home Services such as handyperson, housekeeping and gardening.

Partnership is central to our work. We collaborate closely with other voluntary sector partners and wider organisations to maximise our impact and reach. Our friendly and committed team of 50 staff and over 100 volunteers support over 4,000 local older people each year.

Our Home Services are a core part of our organisation, providing housekeeping, handyperson support, and gardening and plays a crucial role in enabling older people to live independently and maintain their wellbeing. Our Home Services team help with practical jobs around the home, such as cleaning, dusting, hoovering, laundry, light shopping, help with DIY, and gardening.

At Age UK Richmond, we have an exciting opportunity to lead, shape, and grow our vital community services. We are recruiting for a **Home Services Manager**.

Are you a motivated and forward-thinking with a passion for making a difference to the lives of older people? As the Home Services Manager you will lead a team of staff and volunteers delivering a range of services designed to promote independence and enable older people to remain in their homes for as long as possible.

This role would suit someone with excellent coordination / administration skills, highly organised and with an interest in developing a service. Experience in a management role would also be highly advantageous.

We are looking for:

1. Experience of successfully managing or coordinating a busy demanding service.
2. Strong coordination, operations or logistics experience.
3. Excellent communication and relationship building skills.
4. Strong administration and IT skills.
5. Good numeracy skills.
6. A proactive and friendly approach to service growth and improvement.
7. A genuine desire to support and improve the lives of older people, and an understanding of and empathy with their challenges and needs.

Access to a car is preferred, but not essential. You will need to be prepared to travel around Richmond upon Thames as needed.

The full job description is available separately. Apply by sending your application form, CV and equal opportunities form to recruitment@ageukrichmond.org.uk. **Closing date for applications is 9 a.m. on Thursday 4th June 2026. Interviews will take place at the White House Community Centre, Hampton on Monday 8th June 2026.**