

AGE UK SHROPSHIRE TELFORD & WREKIN

JOB DESCRIPTION

Job Title	:	Wellbeing Services Development Officer, South Shropshire
Responsible to	:	Manager, Wellbeing Services
Location	:	Home working
Grade	:	Band 3 (£25,610 pro rata)
Hours	:	30 hours across the working week (to be agreed)

**Our Vision is for Shropshire to be a county where older people flourish.
Our Mission is to work with and for older people to improve the quality of later life.**

Background

Age UK Shropshire Telford & Wrekin is a local charity which exists to provide advice, support and guidance to older people and their carers in the county of Shropshire and supports over 20,000 older people a year to get the help and support that they need. The organisation also has a campaigning and influencing role, raising awareness of the issues that local older people are experiencing and seeking influence organisations across the county, and wider, to improve later life. We have been operating in the county for over 70 years and have extensive knowledge of our local communities.

Job Purpose

Age UK Shropshire Telford & Wrekin aims to improve the quality of life for older people throughout the county. Working with local stakeholders, this post will sit within the Wellbeing Services Team to support existing groups and activities, such as day centres, as well as developing new opportunities to bring people together to enhance physical, mental and emotional wellbeing in later life. The postholder will ensure that older people are supported to participate in activities and will encourage volunteering opportunities.

Principal Duties

1. To support our current menu of activity groups within South Shropshire working with existing partners and supporting volunteers.
2. To identify and establish new groups and activities, working with partner organisations to avoid duplication and maximise participation. Such activities could include exercise, creative or other social groups. The views of older people

<https://ageukshropshireltd.sharepoint.com/sites/AgeUKSTW/Shared Documents/Campaigns & Publicity/Website/CMS/Pages/Work for us/Application Pack for website - Service Development Officer/Staff JD PS Wellbeing Development Officer July 2025.docx>

will inform all activity development.

3. To provide support for a cohort of day centres giving general guidance and support, working closely with volunteer organisers, to assess clients referred for membership of day centres, solving day-to-day problems and liaising between the centres and the main charity.
4. To work closely with the Volunteer Recruitment team to identify opportunities for volunteering, including short-term support to help older people overcome barriers to participation in group activities.
5. To help deliver appropriate training to volunteers as required.
6. To work closely with other members of staff to ensure appropriate administrative support systems are in place, including training, risk management and financial. This may include the reconciling and banking of client fees in some situations.
7. To provide peripatetic support to other Wellbeing groups and activities when required.
8. To liaise with all relevant stakeholders as required, including meal providers, transport providers, landlords and activity providers.
9. To work with appropriate colleagues in the production and distribution of marketing materials to promote existing and new activities that enhance wellbeing.

General Duties

1. To be mindful at all times of the requirements of the Equalities Act and to ensure that the service is welcoming and accessible to older people from all backgrounds and communities.
2. To maintain electronic and paper records and statistics of the service including using the organisations management information system, Charitylog.
3. To maintain the highest standards of confidentiality and to comply with the Data Protection Act at all times.
4. To keep abreast of the appropriate legislation and policy in relation to this post.
5. To comply with and keep abreast of all Health & Safety guidance and policy relevant to this post.
6. To write/update all ISO procedures relevant to the role.
7. To undertake training and development as required to maintain the highest standards of service.

8. The postholder may from time to time be required to undertake other comparable duties not specifically mentioned in this job description.

PLEASE NOTE: The successful applicant will be subject to a Right to Work check and disclosure of any criminal convictions and/or cautions (as appropriate to the post) in accordance with the Rehabilitation of Offenders Act 1974 and subsequent legislation. Please refer to our Recruitment of Ex-Offenders Policy Statement.

Conditions Of Service

1. The post is graded Band 3 which currently has a salary of £20765 for 30 hours per week.
2. The post is based at home.
3. The conditions of service (including certain provisions relating to working conditions and sickness allowance) are covered by existing collective agreements, negotiated and agreed between the relevant unions and staff as amended from time to time by Age UK Shropshire Telford & Wrekin.
4. The post is an initial fixed term period of three years, following an initial six month probationary period. The post is for 30 hours weekly. Actual hours are variable to ensure the proper discharge of duties. Duties may involve occasional evening and weekend work for which time off in lieu will be granted.
5. Annual holidays will be at the rate of 24 days per annum, 29 days per annum for those officers with five years' service with further increases for longer service. Bank holidays also apply. (Pro-rata for staff working part-time).
6. The appointment is subject to one month's notice on either side.
7. The postholder will be required to provide a motor car for official duties for which an allowance will be paid. It is a condition of employment that the postholder remains eligible at all times to drive such a vehicle.
8. Pension Scheme: Details will be issued with any formal offer of appointment.
9. This job description is intended as a summary of the main elements of the job described and may be amended from time to time, in consultation with the post holder. It does not form part of the formal Contract of Employment.