

Candidate Information



Senior Day Services Assistant

Part-time and Permanent

Closing Date: 8am on Tuesday 19th May 2026

Pack Overview

Thank you for your interest in our vacancy for a Senior Activity Day Centre Assistant. We're so pleased that you're considering working for Age UK South Gloucestershire.

In this Candidate Information Pack, you'll find the following information:

- About us, our history and our links with Age UK
- The benefits of working at Age UK South Gloucestershire
- Job Description and Person Specification
- How to apply

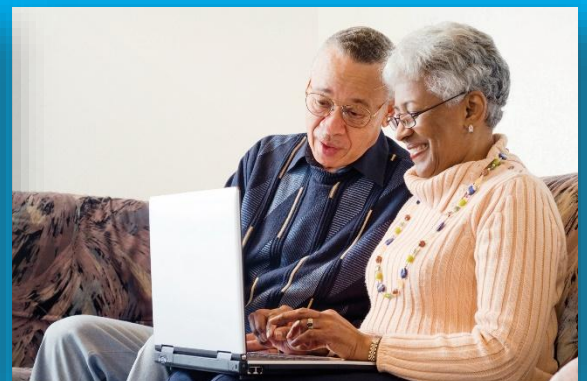
If you have any questions about any aspect of the organisation or the role, please

About Age UK South Gloucestershire

Age UK South Gloucestershire is an independent local charity with its own locally elected board of trustees and is part of the Age UK network. We've been working in the local community to help older people for 20 years. The charity makes a positive contribution to the lives of hundreds of older people in South Gloucestershire every week. Based from our main office in Thornbury High Street, Age UK South Gloucestershire actively designs services that meet the wants and needs of local older people and their families by:

- tackling loneliness and isolation
- promoting health, wellbeing and independence
- supporting families and carers
- helping people access services and financial benefit entitlements
- enabling people to get the most out of life

We respond to more than 5,000 enquiries per year with our range of services, which include: Activity Day Centres, Befriending, Community Services Programme, Foot Care, Improving Homes and Wellbeing, Information & Advice provision, specialist Benefits Advice, and Volunteering opportunities.



Our history

1997 Age Concern South Gloucestershire was formed.

2000 The Age Concern Federation is founded.

2005 Age Concern South Gloucestershire changes its legal structure to become a charitable company.

2009 Age Concern and Help the Aged merge to form the national charity, Age UK. Then in...

2010 ...we become an Age UK Brand Partner and trade as 'Age UK South Gloucestershire'.

2022 Age UK South Gloucestershire will celebrate our 25th Birthday.

Our Partnership with Age UK

Age UK South Gloucestershire is an independent local charity, but we share a brand with Age UK. This trusted and well-known brand helps to open doors for us locally. Of course, we always have to deliver, but it helps to have the strength of the Age UK brand behind us.

Nationally, there are around 130 regional Age UKs, each with a defined geographical area and separate charity number.

We align ourselves with the work Age UK does nationally by supporting their campaigns, sharing reports and news stories, and using their research to underpin grant and tender applications.

Age UK also provides our local MPs with information about older people that can help drive forward local policies and influence at a national level.

Being an Age UK Brand Partner brings certain responsibilities – namely to deliver services to agreed quality standards and to subscribe to shared values of being:

- Caring
- Effective
- Enabling
- Influencing
- Innovative
- Inclusive

We are aligned with Age UK but we are still a local and independent charity. The services we deliver, the money we raise, the people we support are all in South Gloucestershire. Our Trustees are responsible for strategy, polices and legal compliance.



Working for Us

Age UK South Gloucestershire employs a team of 30 paid staff, and over 160 wonderful volunteers support its work. The organisation's culture is one that puts people first, and the charity enjoys high staff morale and good staff retention. Age UK South Gloucestershire has an active board of trustees who, as well as providing good governance, work closely with the management team on matters of strategy and direction.

What we offer our staff:

- A Living Wage for employees across the organisation.
- A commitment to a work life balance, with flexible working hours in many roles.
- A healthcare cash back plan allows employees to claim money back towards a variety of health treatments.
- An employee wellbeing scheme, providing free, confidential support, counselling, financial and legal information or video appointments with a qualified GP or Physiotherapist, 24 hours a day, 365 days a year.
- Generous life assurance up to 3 times your annual salary.
- Great shopping discounts and rewards (perfect for pay day!).
- Discount on gym membership.
- A great working atmosphere.
- 25 days holiday per year, rising to 28 days after 3 years' service, plus bank holidays.
- Regular learning and development opportunities with funding contributions toward career developing qualifications.
- Pension scheme enrolment.



Vacancy Details

Senior Activity Day Centre (ADC) Assistant

22.5 hours per week

7.5 hours each day, Wednesday, Thursday and Friday

£27,105 per annum, pro-rata. Actual annual salary of £16,263 per annum

Permanent

We wish to appoint, for an immediate start, an enthusiastic, positive and flexible Senior Activity Day Centre (ADC) Assistant to work in our Activity Day Centres.

You will be required to work with services users, some of whom are affected by dementia, to meet their individual needs and ensuring that a high level of support is provided. Reporting to the Activity Day Centre Supervisor, you will be involved in the planning of activities and outings and ensuring the health, safety and wellbeing of service users is maintained in a Day Centre.

Excellent communication skills and the ability to work positively and creatively with older people are the skills that are essential for this role. If you are committed to improving the lives of older people, we would like to hear from you.

Age UK South Gloucestershire is committed to equal opportunities and encourages applications from all sectors of the community.

If that person could be you, download an application pack from our website. Please return completed application forms to hr@ageuksouthglos.org.uk.



Closing date:

8am on Tuesday 19th May 2026

Interviews to be held within 2 weeks of closing date

Job Description

Job Title	Senior Activity Day Centre (ADC) Assistant
Salary	£27,105 per annum, pro-rata. Actual annual salary of £16,263 per annum
Hours of work	22.5 hours per week
Working pattern	7.5 hours each day, Wednesday, Thursday and Friday
Place of work	Across three Day Centre venues across South Gloucestershire.
Annual leave	25 days annual leave (increasing to 28 after 3 years' service), plus public holidays pro rata
Status	Permanent

Job Purpose

To support the Activity Day Centre (ADC) Supervisor to ensure high quality supervisory support to staff and volunteers.
To organise activities that are tailored to the needs of individual members that attend the centres
To help deliver a comprehensive service across all three Day Centres

Responsible to

Activity Day Centre Supervisor

Contacts

The post holder will work closely with key staff, including the ADC Supervisor, Head of Services, , Day Service Assistants, administration, and office staff as well as volunteers. In addition to South Gloucestershire Council, service users themselves and their families and carers.

Key Responsibilities – Senior Activity Day Centre Assistant

General

- To deputise for the ADC Supervisor in their absence
- To provide support to staff and volunteers within the Day Centre
- To assist with the day-to-day running of the Day Centres
- Communicate with staff, volunteers, members and their carers/family members when necessary to ensure that there is continuity of service and changes are reported, recorded and communicated as appropriate.
- Assist the ADC Supervisor to ensure the health, safety and wellbeing of centre members, staff, and volunteers are maintained
- Help to ensure that centre members' voice is included in developing and improving the service.
- Work with South Gloucestershire Council Community services and other external partners to ensure effective and efficient service delivery.
- Help to maintain a flexible and cooperative approach to service members, their carers, family, Health Service and Social Service workers.
- Assist the ADC Supervisor in the event of an emergency and act in accordance with Age UK South Gloucestershire procedures.
- Assist the Day Service team to ensure that members remain as active as possible in later life.
- Assist the ADC Supervisor to maintain a person-centred approach to service delivery
- Ensure data is accurately entered onto our database software (Charitylog) or other software as agreed in a timely manner.
- Help to provide opportunities for volunteers to use their talents to work alongside Day Services staff to deliver high quality day services
- In collaboration with the ADC Supervisor, ensure that there is a good mix of activities available that benefit people who may be affected by dementia as well as for those who do not

Activity Day Centres

- Support the integration of service members with Alzheimer's / Dementia to enable them to participate in all main activities.
- Support staff and volunteers in serving meals and refreshments and ensuring any dietary requirements are recorded and met.

Key Responsibilities – Senior Activity Day Centre Assistant

Activity Day Centres

- Assist the ADC Supervisor to review and update care plans in line with agreed procedures.

Key Responsibilities – Senior Activity Day Centre Assistant

- In the absence of the ADC Supervisor, act as a main point of contact and information for day to day operational enquiries regarding Day Services and signposting to the most appropriate services internally and externally as necessary.
- Support the ADC Supervisor to build and maintain positive relationships with partner organisations.
- Undertake agreed procedures when service users start and leave Day services.
- Assist with the collation and production of monthly reports.
- In the absence of the ADC Supervisor, ensure that contracts and agreement obligations with the Local Authority are fulfilled.
- Share responsibility for representing, promoting and marketing Day Services at events and via different media
- Attend meetings and events as required to promote the service.

General Responsibilities

- Ensure that all administration protocols and procedures are efficiently followed.
- Attend supervision sessions & other meetings as required by the CEO.
- Maintain a commitment to professional development through a combination of both formal and informal methods, including attendance at mandatory training and meetings as directed.
- Uphold the highest standards of personal conduct in all matters relating to the role, working within all policies and procedures of AUKSG.

Other Duties

This job description is intended as a guide to the general duties required of the post. The post holder may be required to undertake training and perform duties other than those given in the job description. The duties and responsibilities attached to posts may vary from time to time. Such variations are a common occurrence and would not justify the re-evaluation of a post. Where a permanent and substantial change in the duties and responsibilities occurs, then the post would be eligible for re-evaluation.

Requirements of the Post

The nature of this post will require:

- Flexible working. The candidate will have a core schedule but may be required to work some evenings or weekends to attend events
- Regular travel; therefore, a requirement will be access to and the use of a reliable vehicle with Business Insurance. Car mileage will be paid at the prevailing HMRC approved rate (currently 45p per mile.)
- Lone working; therefore, the advice and guidance of Age UK South Gloucestershire must be followed.
- You may be required to physically access individuals' homes in a variety of locations and conditions.

Disclosure and Barring Service (DBS)

This post is subject to a satisfactory enhanced Disclosure and Barring Service check, which will disclose all cautions, reprimands and warnings as well as convictions. In addition to completing this application form, you are required to provide us with details of all spent and unspent convictions. Please send this information to us under separate, confidential cover to the Chief Executive Officer. Remember to include your name, address and the position for which you are applying. We guarantee that the information you provide will be used fairly and will only be seen by those who need to see it as part of the recruitment process.

A criminal record will not necessarily bar you from the advertised position. This will depend on the nature of the position and the circumstances and background of your offences. However, failure to reveal this information could lead to the withdrawal of an offer of employment or disciplinary action.

Equal Opportunities

All employees have a responsibility to understand and abide by the obligations laid down in the organisation's equal opportunities policies.

Health and Safety

All employees have responsibility for their own health and safety and for that of others who may be affected by their acts or omissions. Staff members are required to adhere to all health and safety regulations, guidance and procedures at all times.

Confidentiality

All employees are expected to respect confidentiality in relation to Age UK South Gloucestershire business, client and service user data.

Person Specification

Essential Criteria

- Experience of leading a team of staff and/or volunteers.
- Experience of working with older people, including those living with dementia.
- Knowledge of the issues older people face.
- Experience of planning and delivering activities to engage older people
- An excellent level of administrative and personal organisational skills.
- A good level of IT skills, including using Microsoft Office packages such as Word, Excel, PowerPoint and Outlook.
- Strong verbal and written communication skills.
- The ability to build and sustain good working relationships with a wide range of people.
- A flexible approach to work commitments, duties and schedule.
- An ability to use initiative and work independently, taking responsibility for problems that arise.
- Knowledge, understanding and commitment to the principles of safeguarding adults at risk.
- Commitment to the aims, objectives and policies of AUKSG.
- Commitment to promoting and supporting equal opportunities & diversity.
- Commitment to data protection and confidentiality.

Desirable Criteria

- Experience of relevant work in the health and social care sector at a supervisory level.
- Experience of working with older people affected by dementia.
- A relevant health and social care related qualification.
- A relevant Team Leading or Management related qualification.

How to Apply

If you are interested in becoming our new Senior Activity Day Centre Assistant, please download an application form from our website:

www.ageuksouthglos.org.uk

Completed application forms should be submitted via email or post
FAO Tracy Marshall Office Manager at:

hr@ageuksouthglos.org.uk

or

Age UK South Gloucestershire,
67 High Street, Thornbury, Bristol, BS35 2AW

Please ensure you have also completed the Equality and Diversity Monitoring section of the application form. The information on the form will be treated as confidential, and used for reporting purposes only. The form will be kept separate and will not form part of the application process.

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Interviews:

To be held within 2 weeks of closing date

For general information on Age UK South Gloucestershire or if you have specific questions about the role, please contact Tracy Marshall (details above) and she will be happy to arrange for an informal discussion with the appropriate member of staff.

