



Community Support Manager

Age UK Sutton

Independent, local and proud to support later life in Sutton
Registered Charity No 1085875 Registered Company Number 04175500



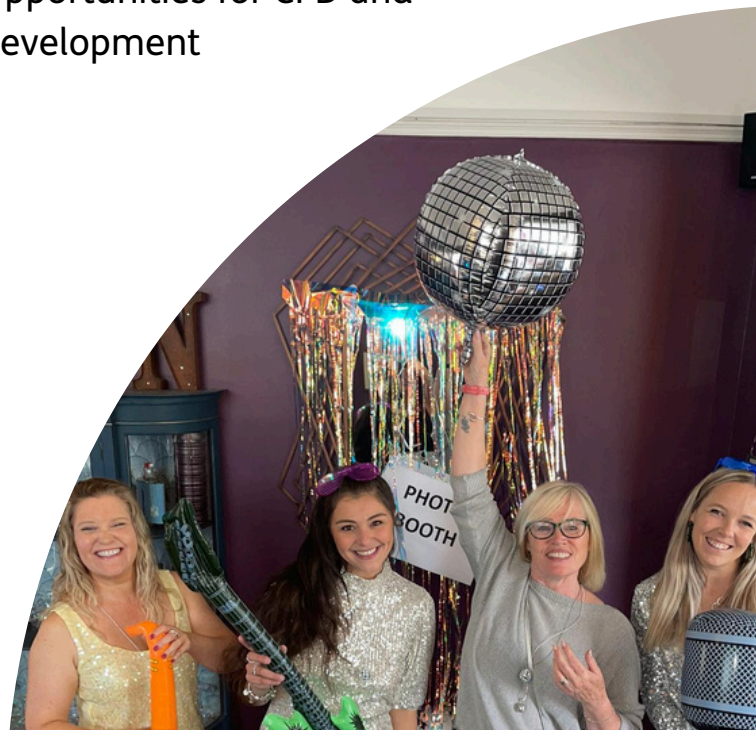
About Age UK Sutton & working with us

Age UK Sutton is an independent, local charity with a turnover of around £1.3million. We are a brand partner of Age UK, and benefit from a network of similar small and medium sized independent charities across the UK, whilst being able to maintain a focus on local issues in the London Borough of Sutton.

Age UK Sutton is dedicated to helping older people in our community to live well in later life. We provide vital information, expert advice and practical support to enable informed decisions on finances, health and care. As the trusted local experts in ageing well, we combine national knowledge with deep local insight and understanding to deliver accredited, high-quality services that make a real difference. From helping people prepare for later life to supporting those living it, we're here to ensure that later life in Sutton is lived well.

We strive to provide a supportive, open and vibrant working environment. We are people-centred, and that is reflected in the way we work with older people, each other and our partners. Age UK Sutton is a flexible employer and pride ourselves on being a family and carer friendly workplace.

- 25 days holiday (pro-rata) plus bank holidays and additional 5 days service rewards
- Flexible and home working opportunities available for some roles
- BUPA Employee Assistance Programme
- Opportunities for CPD and development
- Quarterly wellbeing hours



Community Support Manager

Salary: £32,000 - £34,000, based on experience

Hours: 35 hours per week

Location: Age UK Sutton offices, SM1 4LE

Responsible to: Director of Community Services

Contract: Permanent

Context:

Our Community Support service provides regulated Information and Advice to older residents of Sutton. It is Age UK Sutton's 'front door' service and effective delivery is essential to achieving the mission of Age UK Sutton. Our team operate with a mix of light touch information provision and signposting through to supporting clients through regulated Advice provision and Casework. This service is pivotal to our work, enabling the charity to support in excess of 5,000 people per year. The Community Support team directly assists around 3,000 individuals each year.

Community Support is delivered by a team of staff and skilled volunteers, led by the Community Support Manager, working closely with other delivery teams across the charity, and external partners including other charities, health and social care.

Our Community Support service is committed to:

- Offering free, confidential and impartial information and advice to all older people, families and carers of older people in the London Borough of Sutton
- Engaging and working in partnership with other professionals
- Working with older people to identify their own goals, set priorities and create a shared action plan
- Monitoring outcomes of all service provision to maintain high levels of customer care and identify opportunities for development and emerging needs in the Borough
- Maintaining good practice in safeguarding, equality and diversity and person-centred working

Purpose:

The Community Support Manager will provide operational leadership for the Community Support Team. You will also have the opportunity to work with the Senior Management Team on contract monitoring, strategic planning and development of the service.

- Ensure all delivery requirements are met and quality assurance, case checking and independent file reviews are completed accurately and on time
- Provide leadership and line management to the Community Support team, which includes volunteers
- Support the team to deliver quality welcome & triage, information and advice, casework and onward referral, including personally providing service delivery when required
- Be responsible for data management to ensure that data is collected accurately and that Age UK Sutton are able to deliver their monitoring requirements
- Develop current and new activity to benefit older people through support for fundraising and commission bids with data, qualitative information, gap analysis and trend analysis
- Embed and champion a person-centred approach where older people are supported to exercise choice and take control
- Take the lead for promotion and marketing of Community Support services
- Motivate and inspire a frontline staff team, using excellent communication skills, a strong understanding of key issues affecting older people, and familiarity with the commissioning environment
- Prioritise development, wellbeing and engagement for the staff team

Key responsibilities

- Manage delivery of Information and Advice services
- Manage the pathway of referrals, triage and service delivery in line with Quality Standards, grant and contractual requirements
- Work with other service leads to ensure the client pathway is operating fully to ensure person centred care is offered to all clients
- Understand and ensure the team is making best use of systems and resources available to record information and manage casework efficiently and effectively
- Ensure the team is connecting older people and others who contact Age UK Sutton to relevant internal and external services and resources
- Build relationships with key stakeholders in the Borough to improve referral pathways and awareness of the Community Support service, for example with the Local Authority Social Services teams, and other voluntary sector organisations
- Oversee risk assessment to ensure staff and volunteers are working in a safe environment
- Manage monthly data and insight for internal service monitoring, identifying and responding to changing patterns in access and make recommendations for development and improvement
- Support the Director of Services to complete quality standards certifications
- Work with Senior Management to review and monitor the service with the aim of improving quality, flexibility, responsiveness and effectiveness, and to identify and respond to new opportunities
- Take responsibility for delivering key policies including safeguarding and health and safety and ensure that the team are supported and able to meet their responsibilities
- Monitor local and national trends and need to maximise opportunities and identify upcoming challenges for older people
- Work with local partners to share best practice and develop opportunities to work together
- Actively engage the whole Community Support team in service development work
- Take ownership of providing clear direction, support and training for the team
- Ensure that team members who are supervising volunteers do this effectively and in adherence to internal standards
- Identify, communicate with and listen to community members who are seldom heard or do not access mainstream services in order to actively promote equity of access and inclusion
- Be a fully participating member of the leadership team, contributing towards working with colleagues to identify opportunities for innovation, efficiency and improvement
- Attend staff meetings, supervision and development meetings
- Proactively support service delivery and development across the organisation
- Participate at Age UK Sutton events
- Attend training/education that is relevant to this post
- Undertake other general duties as may be deemed necessary by Age UK Sutton

Person specification

- Experience of delivering or managing services in a front-line community setting or show clear potential to move into a management role. Operational management within the regulated Information & Advice sector is desirable.
- Proven track record of working on your own initiative, monitoring and meeting targets and problem solving
- Experience of developing and delivering a client/customer journey to ensure effective, efficient service provision
- Evidence of building relationships with other organisations
- Experience of working with data to monitor outcomes, data analysis, project evaluation and report writing
- Track record of working to quality standards and key performance indicators
- An understanding of safeguarding issues that might affect older people
- Experience of marketing and promotion of services
- An understanding of factors affecting older people with insight into changes in national and local priorities and approaches to services
- Ability to support colleagues in managing emotionally charged and challenging situations with clients/customers
- Experience of supervision of staff and/or volunteers
- Experience of working as part of a team and demonstrable ability to work collaboratively with colleagues in different roles
- Able to problem solve and make decisions within role boundaries and identifying and implementing changes that improve outcomes
- Good software and systems skills and experience using client databases
- Demonstrate excellent time management and prioritisation

How to apply

Please email us at workforus@ageuksutton.org.uk to apply, submitting a CV and supporting statement which will give you the opportunity to show how you meet the person specification.

Candidates are warmly invited to arrange an informal discussion with the recruiting manager, before submitting their application, which can be arranged by contacting Charlotte, Business Support Manager:

charlotte.growns@ageuksutton.org.uk
07577 130549

Final closing date for applications: Sunday 11 January 2026

This role is being advertised on a rolling basis, meaning that if we find a suitable candidate, we may close this advertisement. We will review applications as they are received and will invite suitable candidates to interview - you will be contacted to gather your availability should this apply.

We recognise that everyone is unique and may have particular needs during the recruitment process. Therefore if there is anything you would like to discuss in relation to that process, please contact us. We strive to make our recruitment process fully accessible to all applicants, including those with a disability, long term condition or anyone who may otherwise require additional support or reasonable adjustments.

An applicant's disclosure of their disability will not disqualify nor adversely affect the candidate's chances of being short listed or offered the post.