

Wellbeing Checks with Meals Admin Support Job pack

Thanks for your interest in working at Age UK Wiltshire. This job pack should give you everything you need to know to apply for this role.

In this pack you'll find:

- Information about the team and role
- The role profile and person specification
- Our approach to equality and diversity

Want to chat about this role?

If you want to chat about the role further, you can contact Oliver Moody by emailing Oliver.Moody@ageukwiltshire.org.uk and we will arrange a suitable time to have a chat.

The Role:

Age UK Wiltshire is a trusted and influential charity dedicated to improving the lives of older people and unpaid carers across Wiltshire, Swindon and Southampton. Through a wide range of services, information, advice and community support, we enable people to live well, stay connected and remain independent for longer.

The Wellbeing Checks with Meals team are responsible for processing customer orders, delivering heated meals to customer homes and engaging with older customers who may have age-related health conditions.

Role profile:

Job Title:	Wellbeing Checks with Meals Admin Support
Hours & Salary:	Hours: 22.5 hours per week over 3 days, including 1 weekend per month. Salary: £15,502 per annum (based on a full-time equivalent salary of £25,837.00)
Benefits:	25 days leave entitlement, plus bank holidays, pro rata. Company pension with an employer contribution
Contract:	Permanent
Main Location:	Swindon
Reporting to:	Wellbeing Checks with Meals Service Manager
Direct Reports:	None
DBS	This post is subject to the Rehabilitation of Offenders Act. Appointment will be subject to a Basic DBS check and satisfactory references.
Role purpose:	To provide general office administrative support to the Wellbeing Checks with Meals team on behalf of Age UK Wiltshire. The Wellbeing Checks with Meals team are responsible for processing customer orders, delivering heated meals to customer homes and engaging with older customers who may have age-related health conditions.

Main responsibilities:	
Admin Support	• Answering the phone and speaking to clients regarding our service • Communicating with Wellbeing Checks with Meals Drivers to provide an efficient service for our clients • Setting up new clients within our system • Managing and maintain existing client data in system • Data entry and transfer between existing spreadsheets and systems • Manage and maintain relationships with partners and third parties • Any other admin support deemed necessary to continue to maintain and grow the service
General Responsibilities	• Contribute to the wider aims and objectives of the organisation. • Take part in Age UK Wiltshire events and activities as agreed. • To attend regular supervision sessions and annual appraisals with line manager to provide feedback and enhanced future planning and direction. • To attend staff meetings, training courses and other meetings as required. • To comply with Age UK Wiltshire policies with particular regard to Equal Opportunities, Health and Safety and Confidentiality. • To be committed to Age UK Wiltshire policy and procedures on keeping adults safe from abuse, ensuring that all alleged abuse is reported to the CEO and that safeguarding is embedded in all decisions and actions. • To show flexibility and a willingness to cover for other staff. • To be an active member of the Wellbeing Checks with Meals team. • To carry out any other duties as may be reasonably required from time to time.

Person Specification

	CRITERIA	ESSENTIAL	DESIRABLE
Experience, Knowledge, Skills and Behaviours.	Experience of providing excellent customer service to a diverse range of people	✓	
	Understanding of issues affecting older people, particularly vulnerable and socially isolated and abilities to communicate in a sensitive way	✓	
	Excellent interpersonal and team skills	✓	
	Excellent communication skills, verbal and written	✓	
	Strong numeracy and literacy skills	✓	
	Strong IT skills on all MS Office applications, specifically excel	✓	
	Ability to work flexibly on own or as part of a team to meet deadlines and priorities, quickly, accurately and when under pressure	✓	
	Commitment to working as a positive and constructive team player	✓	
	Proven experience of working within established systems, policies and procedures, ensuring compliance and accurate record keeping	✓	
	Able to analyse problems quickly and use own initiative and develop solutions	✓	
	Understanding of Confidentiality and able to always be discreet	✓	
	Calm approach to handling the problems and priorities of other people and the organization, leading by example where required	✓	

	Understanding of Safeguarding policy and practice	✓	
	Experience of volunteering or working for a charity or voluntary agency		✓
	Knowledge and experience of social care and self-funded care		✓

Equity, Diversity, and Inclusion

We are committed to creating an equitable and inclusive workplace, and we value diversity of thought, ability, and individuality. We know that we can only retain our position at the forefront of excellence in later-life care by learning, reflecting, and innovating, and we expect our staff to pursue continuous professional development. This applies to both service delivery and our internal practices.

A successful applicant will be willing and able to demonstrate commitment to our equity, diversity, and inclusion policy and practices at all times.

Our Values in Practice

We are committed to fostering an inclusive, respectful, and high-performing workplace. Our values guide how we work with each other, our clients, and our wider community.



Person Centred

We are holistic, caring, and compassionate

- Treat colleagues, clients, and partners with dignity, respect, and compassion.
- Listen actively and seek to understand individual needs, backgrounds, and perspectives.
- Recognise each person's uniqueness and adapt our approach accordingly.
- Offer support and encouragement to promote well-being and resilience.
- Uphold Equity, Diversity & Inclusion by valuing differences & challenging stereotypes or assumptions.



Trusted

We are professional, reliable, and honest

- Act in a professional manner with integrity and transparency in all interactions.
- Deliver on commitments and take responsibility for actions.
- Maintain confidentiality and handle data and/or information responsibly.
- Uphold professional boundaries while showing compassion.
- Ensure fairness and consistency, avoiding bias or favouritism.



Empowering

We nurture independence and ownership

- Encourage colleagues and clients to take initiative and make informed decisions.
- Share knowledge and skills generously to build confidence in others.
- Provide constructive feedback that promotes growth.
- Celebrate achievements and recognise contributions.
- Foster an inclusive environment where every voice is heard, diverse perspectives are welcomed & valued.



Ambitious

We strive for the best for our people, clients, and organisation

- Demonstrate commitment to personal and professional development.
- Embrace innovation, continuous improvement, and creativity.
- Set high standards and support others to achieve their goals.
- Work collaboratively towards shared organisational success.
- Promote equity of opportunity and advocate for positive change.



Equity, Diversity, and Inclusion underpins all our values

- Actively promote equality and challenge discrimination, prejudice, or exclusion.
- Respect and value diversity of thought, background, culture, and identity.
- Consider accessibility and inclusivity in all aspects of work.
- Reflect on their own behaviours and biases and take steps to address them.
- Contribute to creating a workplace where everyone feels safe, valued, and able to thrive.