



Recruitment Information Pack

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Message from the CEO

Dear Prospective Team Member,

Welcome to Age UK Wyvern. As the CEO, I am incredibly proud of the work we do to support older people in our community. Our mission is to ensure that every older person maintains their dignity, independence, and quality of life. This is made possible by our dedicated team of staff and volunteers, who bring compassion, professionalism, and energy to everything they do.

I am delighted that you are considering joining us. At Age UK Wyvern, you will have the opportunity to make a meaningful difference while working in an environment that values your contribution and supports your professional growth. I look forward to welcoming you to our team and to a journey of shared purpose and achievement.

Warm regards,

Clare Thomas

CEO, Age UK Wyvern



About Age UK Wyvern

Age UK Wyvern is an independent charity committed to enhancing the lives of older people. As a local partner of the national Age UK organization, we focus on providing high-quality services tailored to the needs of our community.

Our services range from dementia support to home assistance, aimed at fostering independence and improving the well-being of older adults. We are funded through public donations, income from our charity shops, and grants. Our shops play a vital role in funding and connecting with the community.

Our Services

We provide a wide range of services to address the unique needs of older people, including:

- **Dementia Services:** Offering support groups and activities to help individuals and families cope with dementia.
 - **Information and Advice:** Free, confidential guidance on topics like benefits, legal matters, and financial planning.
 - **Social Inclusion:** Initiatives like Befriending, Connect Clubs, and hobby-based Sheds projects.
 - **At Home Services:** Flexible support for daily tasks such as gardening, home maintenance, and energy advice.
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Our Shops

Our retail shops play a crucial role in supporting our mission, generating around 60% of our total income. Each shop is a community hub where people can donate, shop, and support older individuals in their local area.

These shops not only provide financial support but also serve as a platform to engage with the community, raise awareness of our services, and recruit volunteers.

Why Work with Us?

Joining Age UK Wyvern means becoming part of a team dedicated to making a positive impact. Here are some of the benefits we offer:

Paid Staff:

- Generous holiday allowance
- Private medical insurance
- Casual dress code
- Long service awards
- Cycle to work scheme
- Pension scheme
- Tickets for Good
- Blue Light Discount

Volunteers:

- Reimbursement of travel expenses

- Training and development opportunities
 - A chance to contribute meaningfully to your community
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Recruitment Process

We aim to ensure a smooth and supportive recruitment process:

1. **Application:** Submit your application.
 2. **Shortlisting:** Suitable candidates are invited for an interview.
 3. **Checks:** Employment checks (references, right to work, etc.) are conducted.
 4. **Offer:** Successful candidates receive an offer and employment contract.
 5. **Onboarding:** Induction and orientation are provided to familiarise new team members with the organisation.
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Our Commitment

At Age UK Wyvern, we are dedicated to fostering an inclusive and supportive workplace. We value diversity and recognize the unique perspectives and experiences each team member brings. Together, we can achieve our mission to enhance the lives of older people.

Contact Information

If you have any questions or need more information or for an informal chat, please do not hesitate to contact us:

Email: karen.hepton@ageukwyvern.org

Telephone: 0333 0066 299 (ext 224)

Address: Age UK Wyvern, Wyvern House, Portland Road, Malvern, WR14 2TA.
Worcester, WR1 3QQ

We look forward to receiving your application and welcoming you to Age UK Wyvern!