



About Age UK Lewisham and Southwark (AUKLS)

We are a local, independent, self-funded charity that exists to improve the lives of older people in Lewisham and Southwark. We work to our core values which include being fair and equal as a service provider, employer and partner. Teamwork, collective responsibility and delegated authority are central to this process. A key element of all roles is to develop and maintain the organisation's working ethos and culture.

Our Purpose and Vision

To improve the lives of older and vulnerable people in the London Boroughs of Lewisham and Southwark, working towards a future in which older people are valued, safe and empowered to make choices about their lives

Our Mission

Age UK Lewisham and Southwark aims to empower and enable older people to lead fulfilled lives by:

- Providing services and support that address poverty and isolation
- Protecting the human rights of local older people
- Promoting health and wellbeing
- Connecting older people with their communities
- Working positively with partners across all sectors

Our Values

- We recognise older people as individuals with diverse talents and needs
- We are fair and equal as service provider, employer and partner
- We are opposed to ageism and discrimination in all forms
- We are collaborative in our approach to work
- We are a dynamic, credible, trusted and sustainable organisation

Our Strategic Aims

- To deliver services that people want and need
- To proactively identify and respond to local needs
- To maintain and increase the resilience of AUKLS

Age UK Lewisham and Southwark (AUKLS) is a charity registered with the Charity Commission (Number 296862) and a company limited by guarantee registered in England and Wales (Number 02118525).

Although we are a brand partner of the national Age UK charity, we are an independent organisation relying on local funding.



Our services

In Southwark

- The Healthy Living and Learning Centre provides activities for older people living independently like Cheerleading Dance Classes or Pasta Making.
- Our Stones End Day Centre welcomes older adults with care and support needs.
- Ageing Well Southwark helps older people to find out about all the support and services available to them locally.
- Handyperson helps with a wide range of jobs in our clients' homes to keep them living safely and independently.

In both boroughs

- The Information and Advice service helps older people to understand their rights and options to maximise their income, access the right care and decent housing.
- Happy Feet provides a toe nail cutting service.

In Lewisham

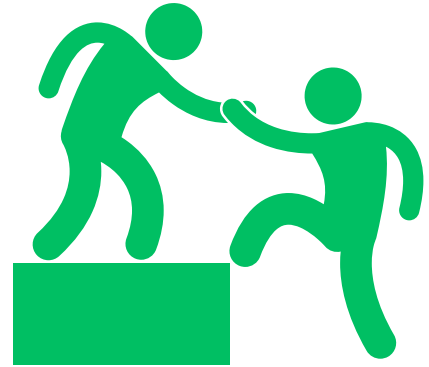
- Community Connections helps vulnerable adults aged 18+ to find the right support and services for their health and wellbeing.
- Befriending matches volunteers with isolated adults for a weekly chat.
- Community Transport matches volunteers who are happy to accompany vulnerable adults who can't use public transport to their appointments.
- The Community Development team supports local groups to develop new activities, advertise themselves, network, follow best practice and thrive, to the benefit of their service users.

HIGHLIGHTS

from the year 2023 in Lewisham



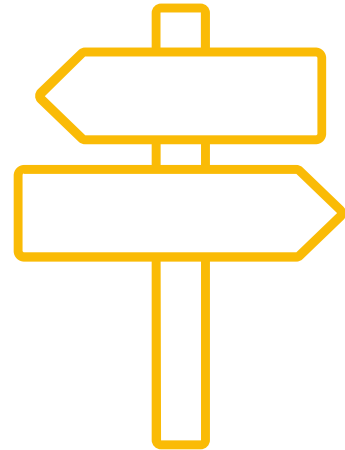
Our Community Development worker did **305 visits** to **191 different groups**



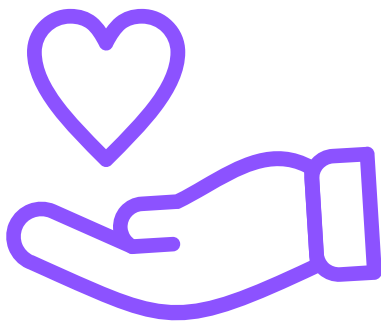
Our Social Prescribing team supported **4 484 Lewisham residents** one to one.



54 people from **17 organisations** joined our door knock in Downham and spoke to **211 residents**



Our Social Prescribing team made **14 438 signposts** to **1076 different local services**



117 incredible volunteers have supported us to make Lewisham a more friendly, connected borough



We supported groups to **raise £249 877** to develop services and support in areas that lacked provision

What our service users say about us

I am extremely grateful for the kindness and love of you and your colleagues. This kindness of yours in the end year was divine gift for me and I will never forget it.

I felt comfortable and reassured.

Thank you very much for all the care you've taken, and thank you very much indeed for the volunteer's visit.

Good service you have going on there!

Thank you so much for all of your help. It was so lovely to speak to an actual person rather than a machine for once!

Many thanks for your help. A warm and non-abusive conversation made it possible for me to put my pride aside and pursue getting support from the service you recommended. Your approach was compassionate and respected my dignity. God bless and empower in all that you do.

Thank you very much for the help today. Even if it didn't seem so, just the talking a little kind of gave me a slight sigh of relief and relaxed a bit more from the extra help. I will definitely try and go there probably Monday if I can.

Thank you to all the staff at Community Connections – you are all amazing!

I learned so much from Leanne, who worked dedicatedly with me-- about the language of fundraising bids, how to answer funders' questions, how to calculate how much to ask for, presenting a budget, editing and refining applications and more. I also learned so much about how to tell our organisation's story and convey our impact as well as framing up a budget. Leanne was a delight to work with and so good at her job. I can't emphasise enough how beneficial this programme was.

Employee Benefits

- 26 days annual leave + bank holidays (pro rata for part-time)
- Additional day's leave for Birthday
- One day a year for volunteering
- Access to Employee Assistance Programme, including access to helpline for partners and dependents
- Flexi time scheme allowing the claiming back of additional hours worked
- Other flexible working options, including working from home (where appropriate)
- Generous contractual sick pay scheme, allowing staff to recover without the worry of loss of income
- CycleScheme members – enabling employees to save 25-39% of the cost of a new bike & accessories whilst also spreading the cost
- TechScheme members – enabling employees to purchase tech through AUKLS and spread the cost from their salary

AUKLS enjoys an open and participative working environment. We promote a working culture that is supportive, professional and person centred. Teamwork, collective responsibility and delegated authority are central to this process. A key element of all roles is to develop and maintain the organisation's values, working ethos and culture.

Promotion of a Supportive Working Environment

A supportive working environment can be defined as an environment where contribution is recognised, encouraged and rewarded. Staff and volunteers alike expect to be encouraged to develop personally and professionally and to acquire new skills. All staff and volunteers must promote this environment as part of their roles and responsibilities.

Training and Development

Training and development of staff and volunteers is a key expectation of all staff employed by the organisation. They will demonstrate their commitment to staff and/or volunteer development by assessing skills, planning development activities, discussing outcomes and evaluating effectiveness. They will be expected to motivate, encourage, coach and support staff and/or volunteers towards the outcomes agreed.

What our staff say about us

I've thoroughly enjoyed the bonds I've created with the staff at Age UK Lewisham and Southwark and really appreciate how friendly and welcoming everyone here is. Everyone is always so willing to help each other which really makes you feel like part of the team and an integral part of AgeUKL&S. I enjoy the autonomy we have over our caseload and like that we're given opportunity to be creative within our role – it's never a boring day at AgeUKL&S!

I love working for Age UK Lewisham & Southwark because it allows me to support vulnerable adults and people who experience chronic loneliness and isolation daily. I love that I can contribute significantly to a harmonious society, especially in communities that most need collaborative endeavours. As a new Community Facilitator, I am impressed and fascinated by how supportive, friendly and involved all my colleagues are, including the management team. I love how empowered in making decisions and how autonomous we are allowed to be in our work with our lovely clients, who are at the core of the solutions to their situations and only need a little encouragement to pursue taking care of their well-being in a creative, fun, yet effective manner.

When I first joined Age UKL&S, I had a goal to improve my professional skills, and I have certainly achieved this. AgeUKL&S provides a great environment for employees to develop professional skills through training and the flexibility and autonomy we're given within the role. Working at AgeUKL&S has increased my confidence and allowed me to enhance my communication, problem-solving and interpersonal skills.

I feel very grateful to be working at CCL. There is a working culture of openness, creativity and sincerity. The managers encourage us to bring our own personalities to the role, and there is lots of support available. The job allows you to empower people to make small and big changes, and seeing how our work impacts people's lives to increase their agency and improve their wellbeing is a great joy of the work!

Job Description

JOB TITLE:	Director of Lewisham Services
REPORTING TO:	CEO
LOCATION:	Catford Office (SE6 9SE) and working from home
SALARY:	£51 000 pro rata if part time
HOURS:	28-35 hours a week depending on successful candidate's preferences
DURATION:	Permanent
	Job share welcome - Apply with your job sharer.

Purpose of job

This post is responsible for the effective delivery of AUKLS's services in the London Borough of Lewisham. The post holder will lead and oversee the operational activities of AUKLS in Lewisham, ensuring the organisation develops and implements its strategies and plans in a timely and effective manner, fulfils its vision and missions and lives to its values, working in close partnership with the CEO of AUKLS.

The key roles will be:

- A. To work closely with the CEO to design and implement strategic planning for AUKLS services in Lewisham, helping the charity to thrive and remain sustainable
- B. To provide leadership and management of the Community Connections Lewisham, Community Connections Transport and Community Connections Befriending projects, as well as any other new projects that may be developed (by agreement with the post-holder)
- C. Ensure AUKLS' long-term stability through delivery of high-quality services, good governance and financial management
- D. To strengthen, develop and maintain key relationships and partnerships in Lewisham with key stakeholders including funders, local authorities, voluntary sector organisations and other key delivery partners
- E. To work with the Senior Management Team and other colleagues (including the Board Trustees) to help shape the future development of the organisation as a whole at a strategic level as well as working to ensure that Age UK Lewisham and Southwark meets its organisational aims and objectives

A: To design and implement strategic planning for AUKLS services in Lewisham, helping the charity to thrive and remain viable and sustainable

1. Contribute to the development of strategies for the sustainable delivery of excellent services, including income generation, marketing and ensuring the successful achievement of targets agreed with funders, working in partnership with the CEO and the Board of Trustees, ensuring that the voices of service users are heard and used to help shape services.

2. Lead the development and delivery of AUKLS' financial strategy in Lewisham, including income diversification and the development of fundraising bids
3. Research, pursue and implement new services and income streams in line with the organisation's strategy and values
4. Ensure that issues arising from organisational activities that may pose governance, reputational or other risks to AUKLS are brought to the attention of the CEO. Support effective ways to manage such risks in partnership with the CEO, the Board of Trustees, the staff team, and relevant stakeholders
5. Deputise for the CEO in Lewisham, making appropriate and informed decisions in their absence
6. Provide timely and accurate papers to support the work of the Board of Trustees

B: To provide leadership and management of the Community Connections Lewisham, Community Connections Transport and Community Connections Befriending projects, as well as any other new projects that may be developed (by agreement with the post-holder)

7. Develop and exemplify the organisational ethos and values and create a culture that embeds these throughout the organisation's staff and volunteers.
8. Lead a strong team and partnerships to ensure successful delivery of the services according to project targets
9. Line manage a staff team as required, working within the agreed policies and procedures and in close liaison with AUKLS's HR team
10. Ensure effective systems for dealing with Safeguarding issues are in place and implemented appropriately
11. Maintain good financial control and effective management of staff and resources, working in close liaison with AUKLS's finance team and the CEO. This will include supporting the preparation, management and monitoring of an annual budget for Lewisham services
12. Ensure the development and delivery of a communications strategy for all Community Connections projects

C: Ensure AUKLS' long-term stability and relevance through delivery of high-quality services, good governance and financial stability

13. Work with the Community Connections leadership team to ensure targets are met in all areas (or ensuring appropriate steps are taken to inform funders and relevant colleagues if any formal targets are likely to be missed). This includes agreeing appropriate targets with funders and ensuring effective monitoring and reporting to funders, colleagues and Trustees
14. Manage and lead the Community Connections Leadership Team, fostering a positive team spirit across the organisation

15. Ensure that all Community Connections staff are given appropriate Support and Supervision (including via induction, probation and annual appraisals processes), celebrating success and challenging poor performance in line with all relevant policies.
16. Ensure that Community Connections' policies and practices are consistent with relevant good governance regulations, legislation, and best-practice guidance
17. Work with AUKLS colleagues and the Board of Trustees to ensure all regulatory requirements are fulfilled in line with relevant timelines

D: To strengthen, develop and maintain key relationships and partnerships in Lewisham with key stakeholders including funders, local authorities, VCS organisations and other key delivery partners

18. Champion the work of AUKLS and raise our profile with local stakeholders and policy makers
19. Build positive relationships, promoting a positive image of the charity, with staff, trustees, partner organisations, clients, and funders.
20. Represent (or ensure appropriate representation of) AUKLS at relevant meetings
21. Promote AUKLS preventative, person-centred approach to health and wellbeing to statutory partners and other relevant stakeholders
22. Advocate for and facilitate better working relationship between statutory health and social care services and the voluntary and community sector locally

E: To work with the CEO, Senior Management Team and other colleagues (including the Board of Trustees) to help shape the future development of the organisation as a whole at a strategic level as well as working to ensure that AUKLS meets its organisational aims and objectives

23. Stay aware of trends and changes in the voluntary sector, ensuring we are flexible and responsive to developments and opportunities, and helping us to continue to aim for best practice in all aspects of our work
24. Support and promote a culture across AUKLS that reflects the importance of our working across two boroughs and lead a workforce that identifies with the organisation as whole
25. Keep abreast of changes in the political, economic, social, legal and technical arenas in which we operate to ensure that we remain a sustainable and respected organisation
26. Contribute positively to discussions with colleagues and stakeholders at all levels to help promote and steer the work of AUKLS
27. Deputise for the AUKLS CEO and the Director of Southwark services on occasion and by agreement

This job description does not provide an exhaustive list of tasks and activities as all posts within the organisation are subject to evolution as the organisation develops and grows.

Person Specification

The successful applicant must be able to demonstrate empathy for our service users and be committed to the promotion of a supportive working environment. All posts within the organisation are subject to change as the organisation grows and develops. Staff must be able to adapt to change and flexibility is a key attribute required of all Age UK Lewisham and Southwark employees.

Competency	Specification
Essential Personal Qualities	<ol style="list-style-type: none">1. Friendly, polite and patient2. Flexible and open to change3. Committed to the core aims of the organisation4. Commitment to working as part of a highly diverse staff and volunteer work force5. Commitment to person-centred working6. Drive, energy, enthusiasm
Essential Knowledge and Experience	<ol style="list-style-type: none">7. Experience of strategic and operational planning and implementation8. Experience of project management9. Sound financial management skills with budget development and oversight experience10. Experience of people management and monitoring and evaluating performance11. Understanding the needs of and issues affecting older people and their carers12. Understanding and experience of working within a framework of confidentiality and of processes ensuring that safeguarding vulnerable adults is managed appropriately and effectively13. Excellent working knowledge, experience and understanding of administration systems14. Understanding of the challenges that local charities may face

<p>Desirable Knowledge and Experience</p>	<p>15. Experience of working or volunteering with vulnerable adults</p> <p>16. Experience of working in or closely with the voluntary sector</p>
<p>Essential Skills and Ability</p>	<p>17. Excellent interpersonal skills, including:</p> <ul style="list-style-type: none"> a. Strong interpersonal skills and ability to form and nurture long lasting relationships b. Verbal communications skills: able to influence senior internal and external stakeholders and to communicate effectively with staff at all levels c. Ability to work collaboratively as part of a team <p>18. Ability to use initiative appropriately</p> <p>19. Ability to delegate responsibilities effectively</p> <p>20. Ability to identify risks and respond appropriately</p> <p>21. Ability to manage different kinds of information</p> <p>22. Excellent organisational and administrative skills, including:</p> <ul style="list-style-type: none"> a. Ability to manage own time effectively and simultaneously manage multiple projects and meet deadlines b. IT skills including the use of spreadsheets and an understanding of CRMs/databases c. Strong attention to detail d. Willingness and ability to learn quickly <p>23. Ability to travel within the boroughs of Lewisham and Southwark</p>



Equity, Diversity and Inclusion



Age UK Lewisham and Southwark is committed to providing equal opportunities for everyone regardless of their background.



We acknowledge that people from certain backgrounds are under represented in the workforce and we are committed to doing everything we can to correct this.



We are particularly keen to receive applications from Older people; Black, Asian and minority ethnic people; Disabled people (including hidden disabilities) and/or neurodivergent people; people who identify as being LGBTQ+; people with experience of mental health problems; parents and/or carers; migrants; people who identify as working class now or in the past; and people at the intersection of these experiences.

We recognise that people have commitments and responsibilities outside of work, therefore Age UK Lewisham and Southwark supports flexible working.

Age UK Lewisham and Southwark is committed to inclusive and fair working practices, so during the application process we will:

- Anonymise applications so the shortlisting panel doesn't have access to candidates' personal details.
- Make reasonable adjustments to the application and interview process for candidates with disabilities and/or neurodivergence.
- Provide feedback to all candidates interviewed on request, either via phone call or in writing.



How to apply

To apply please complete and submit our application form.

Applications in alternative written formats or audio recordings from applicants, who for reasons of disability may find it difficult to fill in our standard application form, will be accepted. If such an application is made the following information must also be provided:

- Personal details – Forename, surname and title; Contact details – full address, including post code, phone number, email address
- Education and qualifications
- Employment history, including the names and contact details of two referees
- Declaration that they have the right to work in the UK and if applicable any restrictions on their right to work in the UK
- Declaration that the information provided is correct

Please ensure that your supporting statement demonstrates how your experience, skills and abilities meet the selection criteria set out in the Person Specification.

Applications should be returned to us by 9am on 15th April 2024. Applications received after that time will not normally be considered for shortlisting.

Completed electronic applications must be sent to recruitment@ageuklands.org.uk ensuring you clearly identify the post you are applying for.

Applications sent by post should be marked confidential and for the attention of: Human Resources - Recruitment; Age UK Lewisham & Southwark; Stones End Centre; 11 Scovell Road; London SE1 1QQ

Due to the high volume of applications received, we regret, we shall not be able to contact applicants who are not shortlisted for interview.

Interviews will take place during the week commencing 22nd April 2024. If you are successful we will contact you as soon as possible after the closing date to let you know what the interview process will entail.

As prospective employees of Age UK Lewisham & Southwark, we think it's important you know the types of data we process about you. Please click on the following link to view our [Privacy Policy](#).