



Recruitment Pack

**Information and
Facilities Worker
(Maternity Cover)**

A message from the Chief Executive



Thank you for expressing an interest in joining the Bolton CVS Team! This information pack includes key information about our organisation, the role and contact details for more information.

Bolton CVS exists to deliver support to Bolton's voluntary, community and social enterprise (VCSE) sector; and to ensure the sector, wherever possible, is a valued partner in co-designing and co-producing services across our borough.

The impact of the VCSE sector extends to all areas of life; delivering valuable preventative services that help keep people well, building stronger communities and environments and empowering people through education and training. We want you to help us ensure we have a well-networked, robust and diverse VCSE sector in Bolton, for generations to come.

It's important that Bolton CVS ensures the sector has access to information, support and connectivity; to effectively plan and build sustainable, inclusive services that meet the needs of beneficiaries now and in the future.

I want us to continually evolve to meet the needs of people and communities across the borough, and I'm excited that we're able to recruit to this post; creating further opportunities for collaboration, partnership and growth.

Bolton CVS is a great team to be part of and we embrace flexible and agile working practices, so that we can provide the best offer we can to the people that we exist to support.



I wish you the best of luck in your application.


Dawn Yates-Obé (Chief Executive)






A little bit about us...

Bolton CVS provides tailored, intensive and quality accredited support to the voluntary, community, and social enterprise sector in Bolton. We have an established and nationally accredited volunteering services offer, an amazing array of grant and investments programmes and offer policy, engagement and research support services. We champion the role and need for charities and community organisations and share this information through our communications, our forums, workshops, events and through our one-to-one support with groups, organisations and communities. We also proactively seek opportunities to collaborate with the 10GM partnership: www.10gm.org.uk



CORE PURPOSE



**To work alongside Bolton's
Voluntary, Community and
Social Enterprise sector;
supporting them to do what
they exist to do, as well as
they possibly can.**

OUR VALUES



We are collaborators

We mutually build lasting relationships and share knowledge to achieve the greatest impact in our communities.

We are evolving

We proactively seek opportunities to learn, develop new ideas and adapt so that we, and those we support, respond to change in relevant and sustainable ways.

We are here


We are committed to providing timely support to encourage, motivate and guide organisations in further developing the skills and confidence to do what they do best.

We are influencers

We positively contribute to decisions, boldly advocating that the VCSE sector is heard and valued as an equal partner.

We are progressive

Collectively, we look to the future and explore new ways of doing things, with inclusivity and equity at the core.



Who we are

At Bolton CVS we recognise that in order for a VCSE sector to thrive, it must be connected, supported and engaged. Everything we do focusses on our key strategic priorities of 'building strength' and 'building capacity' in Bolton's voluntary and community sector and is underpinned by our four strategic objectives:

1. Promoting quality and equality in Bolton
2. Building capacity and strength in Bolton
3. Influencing change in Bolton
4. Preparing for the future in Bolton

We currently have over 30 employees supporting our work across all activities and programmes, and we're governed by a Board of 13 Trustees who donate their time to provide strategic leadership for the organisation and assess financial and operational performance.

The work and activity of Bolton CVS is distributed across 5 key operational areas:

- Venue and facilities
- Communications and events
- Finance and funding
- Strategic health and wellbeing
- VCSE sector capacity building



About the role

Information and Facilities Worker (Maternity Cover)

Salary:	FTE £24,707.16 (Actual £11,294.70 PTE), plus 7% pension contribution and health package
Hours:	16 Hours (Part Time)
Responsible to::	Services Manager
Contract:	Temporary Fixed-Term, Maternity Cover, Up to 12 months, including evenings

Why this role is important

The Bolton Hub is located in the heart of Bolton and is a vibrant community resource with training and meeting rooms for hire and office space for voluntary and community groups and partners. As the Information and Facilities Worker, you'll be the first point of contact for any visitors to The Bolton Hub, representing Bolton CVS and ensuring high quality service.

The Bolton Hub is a valuable resource and you'll be crucial to the smooth running and ongoing processes and services we provide. From drop-in guests to our regular tenants, you and the Facilities Team will be ensuring they have everything they need to experience the warm, friendly and professional environment we pride ourselves on.



About the role

Role Summary

The aim of this role is to provide excellent customer service and ensure The Bolton Hub is a friendly, vibrant, safe and clean environment for tenants and visitors.

As the Information and Facilities Worker you will:

- Be the warm, welcoming and helpful first point of contact to anyone entering The Bolton Hub
- Deliver an excellent level of service to everyone who visits or contacts The Bolton Hub
- Ensure that The Bolton Hub meets the expectations of visitors and is a safe and clean environment
- Book meeting rooms and ensure clients requirements are met
- Ensure that any client hiring or using The Bolton Hub has everything they need to undertake their activities
- Ensure the safety of everyone in The Bolton Hub
- Complete a range of admin tasks and support where required
- To maintain cleanliness to the interior and exterior of The Bolton Hub
- Record accurate information using IT systems to produce reports and statistics on request
- Order stationery and other office consumables
- Produce invoices and follow up with clients and partners as needed



About the role

Who we're looking for

We're looking for someone friendly and approachable, who has an eye for detail and enjoys ensuring accurate information and processing. You will be confident in working on your own initiative and ensuring that you have the right information and equipment to complete any task. As a front facing member of the Facilities Team, you will be outgoing and provide excellent customer service to visitors of The Bolton Hub, providing guidance and information to visitors when required.

You'll help support volunteers with reception duties and administration tasks, setting up rooms and equipment as instructed for room bookings and updating our database and inputting monitoring information. You'll be a team player, with great attention to detail and have the ability to work under pressure, while adhering to deadlines. Being comfortable with lifting and moving furniture is required.



About the role

Recruitment Information

If you believe you can fulfil the role summary, we'd love to hear from you! Please email a Supporting Statement which describes how you meet the criteria in the 'who we're looking for' section, plus your CV (CV 2 pages max) to recruitment@boltoncvs.org.uk.

The closing date is **midnight on Wednesday 5th November 2025**.

Interviews for this post will take place on the week commencing **10th November 2025**. If you will not be available during that week, please note this in your supporting statement.

For an informal conversation regarding this post, please contact recruitment@boltoncvs.org.uk before submitting your documentation.

At Bolton CVS we are passionate about ensuring that everyone has a fair chance and that they are treated equally. As an employer, we actively seek to ensure that our workforce reflects the communities we serve, recognising that this makes us better able to understand their needs and priorities. We respect and celebrate everyone's differences and do not discriminate against people on the basis of age, disability, gender reassignment, marriage and civil partnership, race, religion and belief, sex or sexual orientation. We work hard to create supportive, accessible environments and actively challenge inequality.

If you should require access to these documents in alternative formats, or if you have comments that would support us to improve access to our application processes more generally, please do not hesitate to contact us via recruitment@boltoncvs.org.uk or telephone us on **01204 546 010**.



About the role

Equity, Diversity, Inclusion & Belonging

We want to make the work we are doing around Equity, Diversity, Inclusion & Belonging (EDIB) relevant to us.

We are committed to being an example to the VCSE sector by applying best working practices in all areas of work. This is why we need to ensure that we better understand and reflect on the communities we support.

We ask you to complete [this form](#) and submit this survey to us. All data collected will be anonymous and used to help shape our EDIB Strategy.

If you have any questions or further feedback, please do not hesitate to contact Bolton CVS via recruitment@boltoncvs.org.uk





Contact us

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