

A large, stylized lowercase letter 'b' graphic. The vertical stem is a solid magenta color. The circular bowl of the 'b' is composed of several overlapping segments in orange, magenta, and yellow, with two solid red circles positioned on the right side of the bowl. The text "Recruitment Pack" is centered over the middle of the 'b' in a white, bold, sans-serif font.

Recruitment Pack

**Bolton UCAN Centre
Peer Navigator**

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

A decorative vertical bar consisting of a light orange rectangle with two solid yellow circles at the top and bottom.

**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

Bolton UCAN Centre Peer Navigator

Salary:	£12,203 per annum (£23,729 FTE), plus 7% pension contribution + health package.
Hours:	18 hours per week office hours Wed-Fri.
Responsible to:	Project Co-ordinator
Responsible for:	Volunteers
Contract:	18 months (fixed term)

This is an entry-level supported employment scheme, offered by Bolton CVS, in partnership with Bolton at Home. The role is managed largely by Bolton at Home and will be provided with a package of training and support.

We will accept applications for this role from Bolton at Home Residents living anywhere in the Bolton local authority area.

This is a time limited role and will end in 18 months. Whilst you will be supported to identify and apply for other roles during this period, this role will end no later than 18 months after the appointment date.



Bolton
at Home



About the role

Why this role is important

This is an incredibly exciting role allowing a resident to become active in their local area and support local people. Bolton UCAN Centre Peer Navigator will:

- Act as a welcoming and supportive first point of contact for customers and visitors to the UCAN Centre.
- Be part of our friendly team who provide information, advice and guidance on a range of themes – including employment, cost of living, housing and health and wellbeing.
- Contribute to the smooth running of the Centre through carrying out basic admin and social media tasks.

For more than 20 years, Bolton at Home's UCAN (Urban Care and Neighbourhood) centres have been at the heart of our communities: welcoming hubs that are here to help people grow in confidence and find new opportunities.

The Bolton UCAN Centre is in the Market Place Shopping Centre, right in the heart of Bolton. Helpful and friendly staff provide a little bit of everything in our UCAN centres, so no matter what you are looking for or what support you need – if you think we can help, we probably can. The team supports people with training, job searching, wellbeing, community connection, and much more.

In most centres you'll be able to find:

- A friendly welcome
- Help finding you a job
- Free use of the internet and computers
- Training courses
- Access to social activities and community groups
- Help with housing issues and benefits
- Health and wellbeing support and advice
- Help with money matters
- Free use of the phone
- And lots more – all for free

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About the role

Main Responsibilities

- To provide a friendly and professional welcome to customers and visitors.
- To listen actively to understand needs and link customers with the UCAN team.
- To help customers to complete customer enquiry forms as needed.
- To support customers who need help with basic IT tasks/using the free phone.
- To accurately record visitor interactions and service usage through our database.
- To support with general office duties including filing, photocopying, laminating and updating noticeboards.
- To take responsibility for your own personal administration tasks.
- To keep the stationery cupboard stocked up and put out laptops for customer use.
- To maintain our display boards and leaflet stands, ensuring they are well presented and engaging.
- To ensure meeting rooms are set up for various activities and that the UCAN area is kept tidy.
- To assist with planning for workshops, training sessions, and meetings.
- To respond to phone and email enquiries in a timely and helpful manner.
- To create and schedule social media posts, sharing updates, success stories, and community opportunities.
- To support the team with project work and attend events to promote the work of the service.
- To support the collection of evidence to measure the impact of programmes.
- To attend team meetings and undertake mandatory training.
- To comply with our Safeguarding Policy and Code of Conduct.
- To perform any other duties in line with these responsibilities, the grade of the post and the skills of the post holder.

About the role

Who we are looking for

- You should have knowledge of issues faced by Bolton residents through your personal, work or voluntary experiences.
- You should have good verbal and written communication skills.
- You should be able to use MS Office applications (Outlook, Word, Excel, PowerPoint) and have basic IT skills including email, data entry, and social media.
- You should have a good understanding of local issues and services.
- You should have a passion for working with others and improving the local community.
- You should have good interpersonal skills; you should be able to match your communication style to the different individuals and organisations you will be working with.
- You should be committed to your own development and growth and understand the importance of working collaboratively with others.
- You should be a good listener and interested in the issues local people raise.
- You should be enthusiastic and want to be part of positive change in the area.
- You should be committed to equality, inclusion and positively promoting diversity.
- You should be able to work flexibly and adapt to a changing workload where no two days are the same.
- You should be able to work well as part of a team.

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at Home



About the role

Recruitment Information

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

Please include your full name and address and confirm that you are a Bolton at Home resident.

The closing date is midnight on **Monday 24th November**. Interviews for this post will take place on **Wednesday 3rd December**. If you will not be available on this date, please note this in your supporting statement.

For an informal conversation regarding this post, please contact Martin on **01204 325 773** or martin@boltoncvs.org.uk before submitting your application.

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**.



Bolton
at Home



About the role

Recruitment Information

We want to make the work we are doing around Equality, 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.



Bolton
at Home





Contact us

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