Job description

Role Title	**Community Services Assistant**
Department	Community
Reports To:	Community Services Project Manager
Hours:	17.5 hours per week (0.47 FTE), working Monday 9:00am to 5:00pm, Thursday 10:00am to 4:00pm and Friday 12:00pm to 5:00pm.
Salary:	£12,746.93 p.a.
Main Work Location	The Whiteley Homes Trust – Walton on Thames, Surrey

Introduction – The Whiteley Homes Trust vision

Every employee is here to sustain a thriving community, with outstanding accommodation for older people of limited means and to develop and share our success, so older people can live happy and fulfilling lives. Your job is to make Whiteley the best place to age in Britain.

Role Overview

The Whiteley Homes Trust, "the Trust," is a charity that manages Whiteley Village in Surrey. The purpose of the charity is to provide homes for older people of limited means from all over the country. Founded over a hundred years ago in Walton on Thames, Surrey, the Village is located in 225 acres of beautiful grounds and is a very special place to live and work.

Established in 1917 the village has many Grade 2 listed buildings and provides housing for nearly 400 older people of limited means. There are 265 Almshouses and 51 extra care apartments and the Village also has a church, activity centre, pool, village hall, shop and community café. There is also a small number of market rent properties within the village.

We're looking for an organised and compassionate Community Services Assistant to provide administrative and coordination support to the Community Services Project Manager in delivering volunteer and community engagement activities that help older people live independently and with dignity.

This role is ideal for someone who enjoys supporting projects, coordinating activities, building positive relationships, and providing high-quality administrative support. You'll work closely with the Community Services Project Manager and a range of stakeholders to help ensure community programmes, projects, and events are delivered efficiently and effectively.

Benefits of working for The Whiteley Homes Trust

We value our employees and offer a generous package of benefits including:

33 days annual leave (including bank holidays), increasing by one day after each year of service up to maximum of 36 days (pro-rata for part time employees)
Extra day of leave each year (Trust Day) for William Whiteley's birthday
Opportunity to buy and sell annual leave
Generous Company Pension scheme
Healthcare Cash Plan

Whiteley Trust Core Values:

Respect Integrity Ambition Involvement Honesty Caring

We encourage all our employees to play their part in demonstrating our core values in their day to day work with colleagues and customers

What you will be doing

Key Responsibilities:

- Support the coordination and administration of volunteer and community engagement activities across the village.
- Assist with the recruitment, onboarding, training, and ongoing support of volunteers.
- Maintain accurate volunteer records, databases, and documentation.
- Support the planning and delivery of events, activities, and initiatives that promote resident engagement, wellbeing, and social connection.
- Act as a key point of contact for volunteers, residents, and community partners, responding to enquiries and providing information as required.
- Assist with communications, promotional materials, and volunteer recognition activities.
- Help monitor participation levels, collect feedback, and maintain records to support reporting requirements.
- Assist with collecting and organising due diligence documentation and coordinate volunteer rotas for the Community Shop.
- Ensure compliance with safeguarding, health and safety, data protection, and organisational policies.
- Support managers with volunteer reviews, meetings, and general administration.
- Assist in developing and improving processes and systems to support the efficient delivery of community services.

General

- It is the duty of all employees to ensure that a safe working environment and safe working practices are always maintained. It is also the responsibility of the management team to ensure full compliance.
- Undertake any other duties which may be reasonably deemed to come within the scope of the post, relating to the activities of the department
- Foster a positive work environment by treating colleagues, clients, and stakeholders with respect and understanding.
- Establish and maintain clear professional boundaries while ensuring effective communication and collaboration.
- Demonstrate integrity, accountability, and consistency in all tasks and interactions.
- Work effectively as part of a team, while also being self-motivated and capable of independent work.
- Ensures full compliance with all the Trust's Policies and Procedures
- To complete mandatory and job-related training as required
- You will be responsible for the confidentiality, integrity and availability of all data which you have access to in the course of your work. You must not disclose any information of a confidential or sensitive nature about the Trust, any or our service users or any of our employees. There is an exception if you need to share this information as part of your job or if you are required to by law.

Note: No Job description can cover every issue that may arise within the duties of the post at various times. The post holder will be expected to carry out any other duties from time to time that are broadly consistent with those in this document.

Person specification		
	Required	***Desirable***
Skills & Knowledge	• Excellent organisational and administrative skills. • Strong verbal and written communication skills. • Ability to build positive relationships with residents, volunteers, colleagues, and external partners. • Good IT skills, including Microsoft Office applications. • Ability to prioritise tasks and manage competing demands. • Understanding of confidentiality and data protection requirements. • A compassionate, professional, and customer-focused approach.	• Knowledge of volunteer management or community engagement programmes. • Understanding of safeguarding principles. • Experience of using databases or volunteer management systems. • Awareness of the challenges and opportunities associated with supporting older people.
Experience	• Experience providing administrative or coordination support in an office • Experience organising meetings, events, activities, or projects. • Experience maintaining accurate records and handling confidential information. •	• Experience working with volunteers. • Experience in a community, charity, healthcare, housing, or social care setting. • Experience supporting events, community programmes, or engagement initiatives.
Qualifications		

Other information

TWHT is committed to safeguarding and promoting the welfare of its employees and older people. We expect all our employees to be aware of their responsibility to protect employees and residents from abuse or harm. Successful applicants will be required to undergo a DBS check and provide proof of their right to work in the UK.

To apply, please send your CV to jobs@whiteleyvillage.org.uk

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