



Recruitment Pack

Believe it's possible • Strengthen others • Be true



Hello and Welcome!

Thank you for your interest in joining the Action Together family and considering being an integral part of our organisation and helping us to reach our goals for stronger communities in Oldham, Rochdale and Tameside.

We'd like to share with you some of our passion for what we do. To give you a better understanding of who we are and what we aim to achieve, we have put this pack together with the hope of inspiring you to join us.



A message from our CEO

At Action Together we believe that there are many amazing people and organisations out there who want to make good things happen and put a stop to things that shouldn't be. We see the incredible things we can achieve when we all work together and want to do all we can to strengthen and grow this in Oldham, Rochdale and Tameside. The Action Together team is full to the brim of passionate, action focussed people who want to make a difference. If you share our values and want to join a vibrant, and hard-working bunch then we hope you will join us!



Liz Windsor-Welsh





So, who are we and what do we do?

Action Together is a membership organisation and there are currently 3,000 members across Oldham, Rochdale and Tameside. These, in turn, represent and support many diverse local needs and interests.

We are a charity whose purpose is promoting social benefit for the people who live in the communities we serve. We provide lots of different practical help to support local member groups and organisations.

Our work is divided into core functions:

Leadership and Advocacy

We lead and advocate for the Voluntary, Community, Faith and Social Enterprise sector in our communities to be heard

We empower people from diverse organisations and marginalised groups to be leaders and advocate for the communities or issues that are important to them.

We represent the sector in strategic spaces and advocate for more investment, sharing of power and decision-making involving the sector.

We ensure that community insight and community voice informs local decisions and influences key decision-makers and funders.

Volunteering

We support people and groups to make more of a difference, and give their time to the things that matter most to them

We believe that volunteering is at the heart of creating, supporting and maintaining stronger communities.

We develop and champion volunteering to empower more local people to share their skills, capacity and common purpose. Our volunteers are supported and recognised for their valuable contribution to local social infrastructure.



Investment

We secure investment that supports local action, removes barriers and helps to get funding to where it's needed most

Our funding approach works on two levels: our efforts to ensure that investment is secured for the sector and reaches the community organisations and projects that need it, and our holistic investment in the strength and sustainability of our communities through capacity building.

Capacity Building

We support groups and organisations to develop, grow and make a bigger impact in their communities

We work in neighbourhoods to build deep relationships with local groups and strengthen what they do.

We provide advice, practical training and development support to community organisations of all sizes, enabling them to become resilient, successful and sustainable.

Partnerships and Collaboration

We facilitate local action groups and networks to create a valuable and effective space for collaborative working and joint action

We bring together diverse perspectives to address the impacts and root causes of poverty and inequalities in our local communities.

We work in partnership with community groups, the public sector and other local organisations to influence system change and deliver social justice.



Our values

Action Together's values underpin all of our work: including its strategy, operational plan, workforce development and recruitment. Our values should resonate with the perception and reality of working with, and for, us as an organisation and, crucially, in our Trustees' role in the governance of the company.

Our values are to:



**Believe
it's
possible**

**Strengthen
others**

Be true

Believe it's possible – vision and ideas matter. We have confidence in the power of people and communities and strive to release their potential to create the widest possible benefits whilst promoting social justice

Strengthen others – we work in ways that strengthen people, places and partnerships. We achieve this by working collaboratively, sharing skills and developing relationships between people, groups and agencies

Be true – we are brave enough to share constructive insight in order to make progress. Our unique insight comes from our connections with, and amplification of, the diverse range of voices of people and groups that we work with

Our strategy to 2028

We launched our new five-year strategy in December 2022, to take us from 2023 -2028.

The strategy covers all of our core work in Oldham, Rochdale and Tameside, with these shared strategic priorities:

1. Strengthen social infrastructure for connected communities
2. Advance our approach to social change
3. Grow and transform as a local funder

Please [click here](#) to find out more.



Benefits of working with us!

As a member of the Action Together team you will benefit from:

- Flexible working in practice (e.g., flexibility around start/finish times and the ability to balance office, home and community-based working, subject to role requirements)
- A commitment to reasonable adjustments and access support throughout recruitment and employment—please tell us what you need and we will work with you to put it in place
- An inclusive working culture with ongoing learning (including equity, anti-discrimination and cultural awareness) and support to do your best work
- Membership of SimplyHealth which pays a contribution towards the costs of visiting the dentist, opticians, and physiotherapy as well as access to counselling services
- Cycle and tech loan schemes
- 26 days holiday per year (increasing with length of service up to 30 days per year) plus bank holidays
- Pension scheme - with 6% employer contribution

Staff Testimonials



“I love the team spirit, how anyone will give up their time to help you when you need it. I have never known an employer to show as much commitment to its employees as Action Together does, my team feels more like family.”



“When I saw the opportunity that would allow me to be part of a team that makes a difference to community health and wellbeing in my borough, I couldn’t turn it down.”



“What I like about working with Action Together is the friendly team, no day is the same and most importantly being able to support, advise, signpost individuals, groups or organisations to develop and achieve their goals.”



“I’m proud to be part of an organisation that, listens to its community and works together with its residents and key stakeholders to help create an environment that will allow people to live happier, healthier, and better-connected lives.”



“I feel that my skills and experiences are valued, and I am encouraged and empowered share my ideas and to try new things. It is great to be able to get involved with new projects that have a direct and positive impact upon the local community.”

Job Description

Live Well Community Navigation Service Administrator

Salary: £29,542 -£32,578 per annum NJC: NJC Scale SP 12-SP18	Line Manager: Service Manager - Live Well Community Navigation
Hours: 36 hours per week (Monday to Friday)	Period of contract: Permanent, subject to continued funding
Location: Hybrid (work from home and at our office in Tameside, with some travel to support delivery at events and in neighbourhoods)	Main stakeholders: Tameside residents/clients, Action Together staff and volunteers, referrers/staff from across the public sector and health and social care system, local Voluntary, Community, Faith and Social Enterprises (VCFSE's).

Purpose of the post:

The Community Navigation Service Administrator is the 'glue' that holds the service together working between our clients, staff, internal teams and referrers across Tameside. You will be the first point of contact into the service for clients, triaging cases and helping people with queries; and the ambassador for this and our wider Action Together Offer.



The main things you will be asked to do in this role:

- Receive all referrals to the service via phone, email, and the casework management systems, in an effective, professional, and empathetic manner.
- Ensure quality accurate data is recorded on our systems clarifying details with referrers and/or clients as needed.
- Triage cases, ensuring they meet criteria, raising and acting on any immediate risks (following our safeguarding policy and procedures), and providing initial signposting where appropriate.
- Communicate confidently with referrers when a case is not suitable for the service, suggesting other avenues of support.
- Liaise between referring agents, individuals referred, support organisations, and internal teams to ensure the best support outcome for each individual.
- Support the development and ongoing collection of client and referrer feedback and evaluation measures.
- Work with the Service Manager and Community Navigators to allocate cases, make appointments, carry out follow-up, and maintaining efficient case throughput.
- Develop excellent working relationships, processes, and practice with referring agencies and internal teams.
- Gather and compile accurate timely data to support quarterly monitoring reports and any ad hoc reporting requirements.
- Attend relevant internal and external meetings to represent the service as needed.
- Organise, support and administer meetings and events as required (finding dates, booking rooms, organizing refreshments, taking notes etc).
- Work with senior managers to identify and respond to safeguarding issues in line with policy and procedures.
- Understand and work across the wider Action Together offer to help people access the right support quickly.
- Deliver all your work adhering to our safeguarding, health and safety and data protection policies and procedures.
- Support other teams with data entry, holiday phone cover, and related duties as required.



General asks of everyone that works as part of the Action Together team:

- Support us in our charitable purpose, helping us to achieve our strategic aims and using our values as outlined below to underpin all that you do.
- Behave in a professional manner and adhere to our policies and procedures including safeguarding, health and safety, data protection.
- Be inclusive and work to combat all forms of discrimination and disadvantage, ensuring that the principles of equitable opportunities and social justice are implemented in your work.
- Help us to achieve our strategic aims and priorities by contributing your skills and experience to projects and tasks when required.



Person Specification

Live Well Community Navigation Service Administrator

The ideal candidate for this role will be someone who...

- Has exceptional communication and interpersonal skills, who is naturally empathetic, inclusive, and driven by wanting to get the best for the people we work with.
- Has great organisational skills, able to manage multiple priorities and have excellent attention to detail.
- Is skilled at using casework management databases and recording accurate notes.
- Can communicate with a range of stakeholders, including members of the public, our own staff and public services referring agencies from across health and care.

We welcome applications from people who have developed relevant skills through a range of routes, if you meet the criteria through transferable experience, we encourage you to apply.

The recruitment process (application, interview, and any other activities) are your opportunity to demonstrate the following skills (able to), experience (experience of), and knowledge (knowledge of):

Essential – These are things which are necessary for you to be considered for this role:

- Able to work proactively and independently and manage own workload
- Able to make informed decisions about task priorities, considering urgency, impact and team requirements
- Able to communicate clearly and accurately in writing, in person and on the phone
- Able to communicate effectively with a wide range of people, and adapt communication to meet the needs of a variety of audiences
- Experience of keeping accurate records and using systems to collect data



- Able to use Microsoft Word, Excel and Outlook to the level required to be effective and efficient in the role.
- Knowledge of current data protection legislation and its implications for data management, confidentiality, and secure data storage.
- Knowledge of current safeguarding practice and processes and how to spot, report, and follow up safeguarding concerns
- Experience of dealing with enquiries from the public.

Desirable – These are things which we would actively be looking for in a perfect candidate. You should still apply even if you do not check every item on this list:

- Knowledge of the principles of community navigation and the VCFSE (voluntary, community, faith and social enterprise) sector's role in this
- Experience of working with people respectfully, inclusively and in a person-centred way
- Experience of working within the VCFSE (voluntary, community, faith and social enterprise) or public sector
- Experience of triage work and managing referrals
- Experience of developing successful working relationships with colleagues and partners from other agencies
- Experience of organising and facilitating meetings and events
- Experience of creating high-quality reports
- Experience of effectively using Customer Management Systems

Personal qualities – These are things which we ask for from everybody who works as part of the Action Together team:

- Be committed to our values.
- Work and collaborate effectively as part of the wider team.
- Seek opportunities to develop yourself and others.
- Be committed to social justice and equity.

Guidance notes for applicants

Read the background information and job description carefully; this will help you to decide whether you want to apply for the job and will also give you the information you need to help complete your application form.

Our shortlisting process will be based on the information that you have provided on the application form; we will not be able to score you on information which you have not provided, and we cannot make assumptions about what you might have done in relation to our requirements.

Take each of the points on the Person Specification, and set out in the relevant section of the application form how you have met this requirement in your previous work – paid or unpaid – and how this relates to the post you are applying for:

- Our scoring system for shortlisting allocates scores of 0-5 for each element of the person specification, based on how you have demonstrated your skills and experience - from 0 where the applicant has failed to meet the criteria as they have not demonstrated the suitable skills / experience required, to 5 where the applicant has fully met the criteria, demonstrating suitable skills and experience with a range of examples.
- In order to be considered for shortlisting, candidates must score a minimum of 2 for each of the essential criteria.
- We operate a guaranteed interview scheme for candidates who consider themselves to have a disability, and who meet the essential criteria. As such, any candidate who declares themselves as having a disability and who scores a minimum of 2 for each of the essential criteria will automatically be shortlisted for interview.
- Remaining candidates will be shortlisted according to ranking of scores. The score required to qualify for interview will depend on the number of roles being appointed to and how highly candidates score overall.



Applications that show how actions have resulted in outcomes will usually score more highly in shortlisting. For example, saying “I have excellent project management skills” will get a lower score than saying “I have good project management skills. An example of this is xyz project. The project exceeded our target of delivering training to 20 community groups in 6 months. My role in this was....”

When filling in the form, think about all aspects of your life experiences – not just paid work. For example, your experiences at school or college, as a volunteer, or in your home or leisure activities could all contribute to your ability to show us that you meet items on the Person Specification:

- e.g. In running a home, you can demonstrate a range of organising skills, and budget management.
- Being active in a local club or community group may have given you opportunities to learn skills such as teamwork, and communication.



So, what happens next?

If you are still interested in joining the Action Together team, we'd love to hear from you!

Please complete the application form found [here](#), using the guidance above, and submit your completed application via email to humanresources@actiontogether.org.uk

The deadline for applications is **9:00am on Monday 12 October 2026**

Postal applications can also be submitted and these should be sent to:

HR Team
Action Together
80 Union Street
Oldham
OL1 1DJ

If you'd like to ask us any questions about the job, please call us on 0161 3392345 and ask to speak to a member of the HR Team. Alternatively, you can email humanresources@actiontogether.org.uk with any questions.

After the closing date all applicants who have submitted a completed application form will be contacted via email to let them know if they have been successfully shortlisted or not.

If you are successfully shortlisted you will be invited to a stage 1 online interview on Tuesday 20 October. Candidates who are successful at stage 1, will then be invited to a stage 2 in person interview on either Wednesday 28 October. This will be a panel interview with a task.

Thank you for your interest in joining the Action Together team.

SUPPORTER

