



BURY
VOLUNTARY,
COMMUNITY
& FAITH
ALLIANCE

SUPPORTER



Recruitment Pack

Live Well Navigator – Whitefield
(2 x Part Time Roles)

Closing Date: Sunday 10th May

Interview Date: w/c 18th May

Who we are

At Bury VCFA we're proud to champion the vital role the VCSE sector makes to the people and communities of Bury.

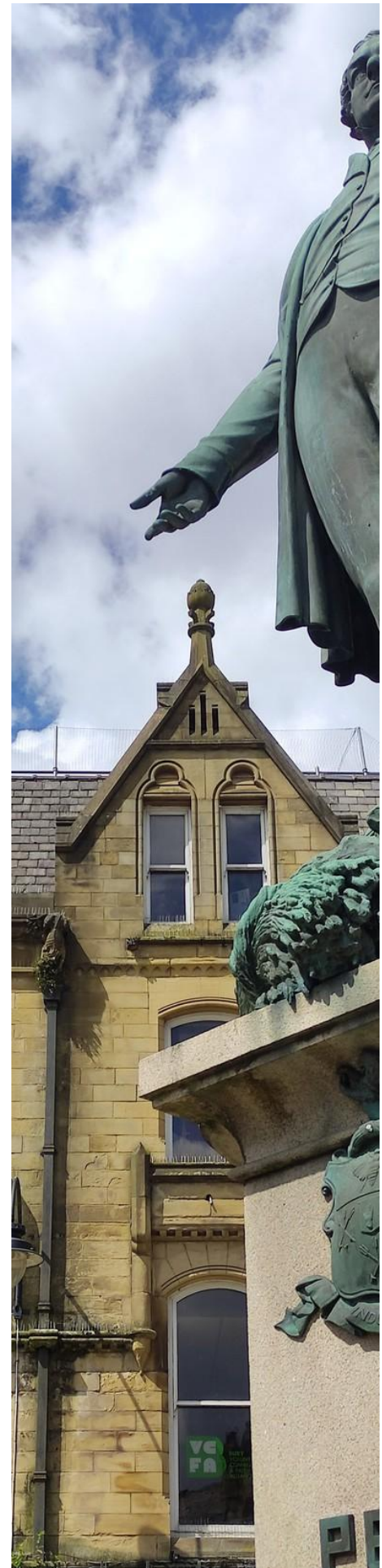
Set up 5 years ago, Bury VCFA is here to develop the capacity of VCSE sector groups and organisations and connect people into the wealth of volunteering opportunities in the Borough.

We support the voice of the VCSE sector through our networks and strategic representation across a wealth of themes, including health and social care, children and young people, community safety, skills and employment and the environment.

We promote the sector, championing its role strategically and acting as a catalyst for the sector's involvement in the design and delivery of local services.

We are looking to add to our committed team of staff to ensure we continue to deliver quality services that meet the changing needs of the VCSE sector in Bury.

For more information about our services, please visit www.buryvcfa.org.uk



How we work and what we do

Our work aligns with the four key functions of Local Infrastructure as identified by NAVCA (National Association for Voluntary and Community Action) for which we're proud to have received accreditation in April 2023.



We provide volunteering and organisational development support to the VCSE sector in Bury - helping to build its capacity to enhance the quality of life for individuals and local communities. We promote the sector, championing its' role strategically and acting as a catalyst for the sectors' involvement in the design and delivery of local services.



At Bury VCFA we offer a range of benefits to ensure you feel supported and connected



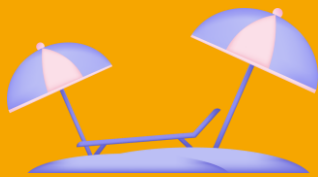
35 hour full time working week



Flexible working policy



Real Living Wage Employer



25 days annual leave plus bank holidays (pro rata)



Additional holidays for continuous service



Training and development opportunities



IT resources to keep you connected



Career progression opportunities



5% employer pension contribution



Regular team meetings and networking



Access to our Hospital Saturday Fund plan

Live Well Navigator - Whitefield	
Salary	£26,000 (pro rata)
Hours of Work	Part Time (21 hours per week)
Working Days	To be negotiated with successful candidates
Contract	12-month contract (extension subject to funding)
Benefits	5% Pension Contribution 22 Days annual leave + 3 concessionary days + bank holidays (pro rata)
Location	Whitefield (The Arc)
Responsible to	Live Well Strategic Lead
Special Conditions	Occasional evening or weekend work
Area of Work	Whitefield with occasional travel across Bury

Who we're looking for

“The Arc” in Whitefield is the first Live Well centre in Bury and forms part of our approach to the Greater Manchester Mayor’s Live Well initiative. The main aim of the centre is to provide a friendly, welcoming community-focused space that connects residents with local support, activities and opportunities.

The Live Well Navigator is the first point of contact for visitors using the centre. You will provide a warm, concierge-style welcome while helping people identify what matters to them and connecting them to local activities, services, and opportunities. The role strengthens local wellbeing, reduces isolation, and supports early intervention across the Whitefield community.

You will be the person who creates that warm first impression: friendly, unflappable, attentive and genuinely curious about people. You take pride in being someone people can rely on for clear information, reassurance, and a sense of belonging. But alongside your welcoming presence, you’re also practical, organised and hands-on. Whether it’s helping a group set up a room, sorting out an unexpected issue in the space, or supporting volunteers to feel confident, you’re someone who makes a busy community hub run smoothly.

You enjoy making things work — and you make it look easy. If you’re the kind of person who can connect with everyone, spot what needs to be done, and keeping the space running with warmth and professionalism, you’ll thrive in this role.

Main Responsibilities

The navigator's role covers several key areas:

A warm welcome for residents

- Provide a friendly and professional welcome to all visitors, partners, and community groups using the centre. Including acting as the first point of contact for enquiries, whether in person or via phone / online

- Help residents identify their needs and priorities through active listening and light-touch assessment techniques.
- Provide high-quality signposting, light-touch advice, and information to visitors on health, wellbeing, community activities, and available support across the locality.
- Maintain an up-to-date knowledge of local services, groups, and assets within the Whitefield neighbourhood.
- Build strong relationships with local organisations, community leaders, and voluntary sector partners to strengthen the Live Well offer.
- Work proactively to connect residents with the full breadth of Live Well opportunities — inside and outside the centre.

Operational Support

- Manage bookings for the community room and any other shared spaces within the centre.
- Support users of the community spaces with setup, equipment, and troubleshooting as required.
- Ensure rooms are cleared, clean, and ready for the next booking, maintaining high standards of presentation.
- Take payments for room hire, activities, events or other chargeable services as required.
- Work collaboratively with teams, partners, and community organisations operating within the building.
- Support the centre's function as a hate crime reporting point, ensuring confidentiality, professionalism, and correct escalation routes
- Contribute to the overall health and safety of the building for example fire alarm checks and maintaining records in line with building safety requirements.
- Support opening and closing of the centre, including doors, shutters, alarms, and ensuring the building is safe and secure.
- Act as a first aider and fire marshal for the building (training provided)

Volunteer Coordination

- Create a positive volunteering culture that reflects Live Well values of welcome, inclusion and empowerment.
- Recruit, induct, and supervise a team of volunteers to support centre operations and services.
- Provide ongoing support, training, and coordination for volunteers, ensuring they are confident and effective in their roles.
- Create a positive and inclusive volunteering environment where people feel valued and empowered.
- Develop volunteer rotas and ensure adequate cover for front of house duties.

Centre Development & Improvement

- Contribute to the ongoing development of the centre, supporting innovation, the development of new activities and helping shape its identity as a valued community asset.

- Assist in promoting activities, programmes, and events taking place in the centre and across the locality, including ensuring front-of-house information is kept accurate and up to date.
- Record interactions, footfall, and outcomes using agreed systems to help build a picture of local need and impact
- Gather feedback from visitors, volunteers, and partners to support continuous improvement.
- Support monitoring, evaluation, and reporting as required.
- Participate in training relevant to the role to strength inclusive community practise within the centre.

Person Specification

Skills

Exceptional interpersonal and rapport-building skills, including the ability to build trust quickly, listen deeply, and create a safe, welcoming space.

Strong communication skills, able to explain information clearly and confidently across a wide range of people, including those who may feel anxious, isolated or unsure.

High standard of front-of-house professionalism — able to maintain professional boundaries whilst being calm, confident, warm, and proactive

Ability to work in a fast-paced, multi-agency environment.

Ability to manage multiple tasks at pace, with strong organisational skills and attention to detail.

Emotional resilience and ability to stay calm under pressure, including potentially sensitive conversations.

Ability to assess needs using light-touch, person-centred approaches, helping identify priorities and barriers.

Ability to work independently and as part of a team.

Able to prepare case studies or short summaries to highlight the stories, challenges and successes of centre users (with consent).

Confident using digital tools, including email, booking systems, databases/CRM, and able to support members of the public with basic digital tasks.

Knowledge

Understanding of local community services, groups and assets, or willingness to develop this quickly.

Awareness of person-centred, strengths-based, or asset-based working.

Basic understanding of safeguarding principles and when to escalate concerns.

Basic understanding of confidentiality, GDPR and appropriate information sharing.

Understanding of health inequalities, social isolation, and barriers to engagement in community settings.(desirable)

Awareness of local statutory services (health, social care, housing) and how to navigate them (desirable)

Familiarity with the Greater Manchester Live Well ambition (desirable)

Experience

Experience in customer-facing, community, or front-of-house roles where providing a warm, responsive welcome is essential.

Experience working with diverse communities, including people who may have low confidence, language barriers, or limited digital skills.

Experience coordinating or supporting volunteers, or willingness to develop in this area.

Experience providing guidance, signposting, or low-level support, either in community, wellbeing, or customer service environments.

Experience handling light admin tasks, such as updating records, bookings, or basic reporting.

Experience working in community hubs such as community centres or libraries (desirable)

Experience supporting people through wellbeing conversations, initial assessments, or strengths-based approaches. (desirable)

Behaviours

A commitment towards Bury VCFA's mission in supporting a vibrant Voluntary, Community & Faith sector in Bury.

Warm, welcoming, and person-centred with a proactive, positive and community-focused approach

Proactive problem-solver — spots issues early, uses initiative, and ensures the centre runs smoothly.

Non-judgemental, compassionate and person-centred, with an ability to maintain professional boundaries.

Able to work flexibly – including evenings and weekends.

A commitment to equality, inclusion, positively promoting diversity and challenging inequality.

A commitment to your own personal training and development.

Other Duties

To take responsibility for individual administration, attend team meetings and mandatory training.

To act as a key holder for the Ark, supporting access to the building during normal working hours.

All staff are expected to follow Bury VCFA safeguarding procedures and complete mandatory training. Navigators must be alert to risks and escalate concerns appropriately.

To perform any other duties commensurate with these responsibilities, the needs of the organisation, the grade of the post and the skills and qualifications of the postholder.

Bury VCFA is committed to promoting equality, diversity and inclusion, and we welcome applications from people of all sections of the community. As this role is focused on supporting people in Whitefield, we particularly encourage applicants who live locally or have strong connections to the

area, as this insight will help strengthen our support offer to local residents.

This job description is intended as an outline of the general areas of activity and responsibility for the post holder and may be amended in light of the changing needs of Bury VCFA.

To apply for this position, please submit:

- Your CV (2 pages max)
- A supporting statement which describes how you meet each of the competencies in the person specification (2 pages max)
- An equal opportunities form
- Please return your CV and supporting statement to recruitment@buryvcfa.org.uk by end of the day Sunday 10th May.
- Contact for informal discussion: Lorna Wilson, Strategic Lead Live Well, Bury VCFA. Tel 0161 518 5550 or email lorna.wilson@buryvcfa.org.uk

Key reading:

- [GM Live Well Hallmarks of Live Well Hubs and Spaces](#)
- [Bury VCFA Strategic Plan 2026-2030](#)