AGE CONCERN EPSOM & EWELL

Chief Officer

Appointment brief, October 2026

Helping older people feel less alone • Supporting independence • Connecting our community



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HarrisHill Executive Search

Welcome to Age Concern Epsom & Ewell

Founded in 1947, Age Concern Epsom & Ewell is an independent local charity helping older people navigate later life, remain independent and connected, and maintain their wellbeing.

Our staff and volunteers provide practical advice, financial support, medical transport, befriending, social activities and help at home.

As our 80th anniversary approaches in 2027, an ageing population is increasing demand while financial sustainability, local government reorganisation and the future of our accommodation require careful planning.

We seek a Chief Officer to lead committed staff, volunteers and trustees, sustain valued services and guide the charity's next chapter. The role will shape our long-term direction, strengthen financial resilience and align services and resources with community need.

As an independent local charity, we value the personal relationships and distinctive community identity that underpin our work.





AGE CONCERN EPSOM & EWELL



About the charity

Part of the community since 1947 and known by its current name since 1982, we are independently governed by our Board of Trustees and focused on older people in Epsom & Ewell.

Our mission is to provide services that improve wellbeing and enable older people to live socially active, independent lives. We believe that people should be able to access practical help, trusted information and opportunities for connection, whatever challenges they may face as they grow older.

Our work is delivered by a team of nine part-time staff, supported by a network of volunteers. During 2025/26, 188 volunteers contributed to the charity's activities, from advice and transport to befriending, social events and practical help at home.

Our local identity and long-standing relationships help us understand need and connect people with suitable support. We can build on this foundation through stronger partnerships, learning from others and a clearer account of our distinctive local contribution.

Our values

Our work is guided by five values:

Professional – providing reliable, thoughtful and appropriate support.

Passionate – caring deeply about the lives and experiences of older people.

Caring – treating people with compassion, dignity and respect.

Collaborative – working together with colleagues, volunteers, partners and the wider community.

Innovative – looking for practical ways to improve services and respond to changing needs.

Our services

Information and advice

Our free, confidential Information and Advice service supports older people and families by phone, email and face to face, covering benefits, housing, care, help at home, disability aids, insurance, wills, powers of attorney, safety and local activities, referring to other appropriate services if needed.

During 2025/26, the service recorded approximately 3,000 enquiries. Demand continued to grow, alongside increased referrals from health and statutory-sector partners.

Home Visiting

A dedicated member of our staff (our Home Visitor) can assist with Attendance Allowance and Blue Badge applications, as well as signposting and referrals to relevant health, social care and specialist organisations.

During 2025/26, the service supported 138 clients with Attendance Allowance claims, with a reported value of £479,000, and assisted 97 clients with Blue Badge applications.

Medical Transport

Our volunteer drivers help older people travel to medical appointments and visit family and friends in hospital or residential care.

During 2025/26, the service completed 769 journeys and supported 195 members through a network of 22 volunteer drivers. In addition to helping people access healthcare, the service offers reassurance and personal contact, and provides another route through which people can find out about the charity's wider support.

Befriending and social activities

Loneliness and isolation can have a significant impact on wellbeing. Our Befriending Service matches older people who are lonely or isolated with volunteers who provide regular visits and companionship.

IT and DIY support

Our volunteers provide one-to-one IT assistance in people's homes, helping with computers, tablets and phones, online health services, the NHS App and staying in touch with family and friends.

Our DIY service helps with small jobs around the home that people may otherwise find difficult to manage. During 2025/26, volunteers delivered 41 IT visits and 14 DIY visits.

Outreach and community engagement

Our ACEE Here to Help outreach has focused on Court Ward, with additional activity in Ruxley and Town. We work to build awareness of our services and, where appropriate, connect people with statutory, health and other voluntary-sector organisations.

We also take part in community events and fundraising activities, including the Easter Trail in Rosebery Park and Epsom Sounds. Our In Memory Woodland at Long Grove Park provides a peaceful place for reflection and connection with nature, creating a lasting community resource.

You can read our full brochure here.



Our volunteers and community

During 2025/26, 188 volunteers supported our work alongside our nine part-time staff. We continue to welcome new volunteers and look for ways to support, recognise and retain the people who give their time and skills to the charity.

Our volunteer community has also been recognised through a nomination for The King's Award for Voluntary Service, the highest award given to local voluntary groups in the UK. This is a source of pride for the charity and a reflection of the contribution volunteers make to older people and the wider community.

We want to continue building on these relationships, ensuring that the charity remains visible, accessible and connected to the community it serves. There is also scope to explore new partnerships and ways of working that could extend our reach, increase awareness of our services and help us make the best use of our resources.

Epsom & Ewell is an established community with a growing older population. The borough's changing demographics are likely to increase demand for practical, preventative and social support that helps people remain independent and connected.

The charity's 2025/26 impact report, drawing on the Epsom & Ewell Borough Profile 2024 and 2018-based population projections, highlights the scale of this change. By 2043, the population is projected to reach 83,836, with 20,087 residents aged 65 and over, an increase of 37% compared with 2018. The number of residents aged 90 and over is projected to rise by 95% over the same period.

For Age Concern Epsom & Ewell, the priority is to remain responsive to local need while ensuring that the organisation has the capacity, relationships and resources to sustain its contribution over the long term.

This will involve making informed choices about which services are most important to protect and develop, how they can be delivered effectively, and where collaboration with other organisations could help meet needs more sustainably.

Our strategy and priorities



1. Delivering high-quality services

Our priorities include improving awareness and access, understanding unmet demand, reviewing service effectiveness and using data and user feedback to identify improvements. We will also strengthen partnerships across the statutory and voluntary sectors and build a stronger evidence base for our impact, demonstrating how our services support older people's independence and wellbeing and the potential savings they generate for local health and public services. This evidence will inform service development, partnership working and funding applications.

2. Strengthening the organisation

Our priorities include developing staff and volunteers, supporting recruitment and retention, strengthening trustee expertise, improving IT and administrative processes, and ensuring that our staffing structure is aligned with the organisation's needs.

We will strengthen resilience by sharing key knowledge, relationships and responsibilities through effective systems and clear delegation.

3. Sustaining growth and funding security

Our priorities include developing fundraising, pursuing trust and foundation grants, following up legacy opportunities, reviewing investments and reserves, and allocating resources according to demand and evidence of impact. Legacy income remains important to the charity's long-term financial position, alongside the need to diversify income and strengthen sustainability.

The Chief Officer will work with trustees to explore realistic opportunities, including grants, public-sector funding, appropriate income from services and new income-generating activities. This will involve developing business cases and assessing their financial viability and alignment with the charity's purpose.

Working with trustees, staff and volunteers, the Chief Officer will translate priorities into practical plans. An early review of services, costs, funding and impact will help trustees agree core priorities and a realistic multi-year plan.

Our financial position

The charity's financial sustainability is an important priority. In the year to 31 March 2026, it received £118,639 and spent £213,504, resulting in a shortfall of £94,865, compared with £82,229 the previous year. Total funds at year end stood at £384,503, a decrease of £48,147 over the year, despite investment gains. The trustees explain that annual shortfalls are met by drawing on funds set aside for specific purposes.

Legacy income has played an important role in the charity's financial position, although it is irregular and difficult to predict. In 2022/23, a legacy of £262,500 contributed to a substantial increase in the charity's investment portfolio.

Historically, the charity has relied heavily on legacies and has not received enough statutory funding to cover the full cost of services that also support wider public-sector responsibilities. Building a clearer understanding of the value these services provide, and exploring opportunities for sustainable public-sector funding, will be important to the charity's future resilience.

There may also be scope to diversify income through grants, public-sector partnerships and appropriate earned income. The Chief Officer will work with trustees to explore these opportunities, assessing their financial viability and fit with the charity's purpose.

Working with the Treasurer, the newly appointed bookkeeper and trustees, the Chief Officer will strengthen financial oversight, improve financial information and develop a clearer picture of the charity's overall position, service costs and funding. This will help inform decisions about resource allocation, service priorities and realistic opportunities to build more sustainable income, particularly where resources are constrained.

You can view the charity's latest accounts online here.



An evolving external environment

Local government reorganisation in Surrey is expected to change how local services are organised and how relationships with statutory partners are managed. From April 2027, Epsom & Ewell is expected to become part of the new East Surrey Council. The Chief Officer will need to stay abreast of developments, maintain relationships with relevant local authority representatives and understand the implications for funding, partnerships and external networks, and particularly for our peppercorn rent office in a building owned by Epsom & Ewell Borough Council – a council which is being abolished by these changes.

The charity's practical support also intersects with the responsibilities of statutory services, creating opportunities to strengthen partnerships, clarify responsibilities and explore how its contribution can be recognised and sustained. Building clearer evidence of the impact of the charity's work, including its potential to generate savings for local health and public services, will help make the case for its value and support future funding opportunities.

What success could look like

The Chief Officer will work with trustees and colleagues to agree priorities and measures of progress. Over time, we would expect the successful candidate to help the charity:

- Maintain accessible, effective services that respond to the changing needs of older people
- Develop a clear operational approach to delivering the existing strategy, with priorities and progress regularly reviewed
- Strengthen financial oversight and support informed decisions about income, expenditure, reserves and the use of resources
- Build on the work of the fundraising team, legacy co-ordinator and trustees to support more sustainable income generation
- Maintain a motivated and supported staff and volunteer community
- Strengthen relationships with local partners, funders and the new local authority
- Ensure that the charity remains well governed, responsive and focused on its purpose
- Develop greater organisational resilience, with clear systems and shared knowledge that reduce reliance on individual relationships or ways of working

In the first year, the Chief Officer will build a thorough understanding of the charity's services, people, culture and community relationships, while maintaining continuity through the leadership transition. They will assess the financial viability and impact of services, identify priorities for strengthening income and organisational resilience, and work with trustees to agree a realistic development plan.

Longer term, success means a clear multi-year direction, sustainable funding and resource allocation, effective partnerships and relevant services. The Chief Officer will help decide what to protect, improve or extend while preserving our personal, community focus.

Find out more

- Age Concern Epsom & Ewell website – learn more about the charity's work, services, community activities and history.
- Charity Commission: charity overview – view the charity's registration details, activities, governance and latest reported financial information.
- Charity Commission: accounts and annual returns – access published annual accounts and trustees' reports.

Job description

Location: Epsom & Ewell
Hours: 32 hours per week, including occasional evening and weekend work
Reports to: Board of Trustees
Responsible for: The management of Age Concern Epsom & Ewell

The role combines strategic leadership with hands-on responsibility for the charity's day-to-day operation. The Chief Officer will need to respond calmly and practically to unexpected issues, including those affecting service delivery and safeguarding, while keeping the organisation's longer-term priorities and sustainability in view.

The role offers considerable scope to shape the charity's development, requiring initiative and sound judgement to balance immediate operational needs with longer-term planning and make the best use of available resources.

Key responsibilities

Strategic planning and organisational development

- Translate the charity's strategy into practical operational plans and support their implementation.
- Lead an initial review of the organisation's services, resources, operating model and external relationships, presenting recommendations and priorities to the Board.
- Develop a clear multi-year plan with trustees, translating strategic priorities into achievable steps and measures of progress.
- Identify opportunities to strengthen organisational resilience, improve ways of working and develop partnerships that support the charity's purpose.

Service delivery and development

- Lead the effective day-to-day management and administration of the organisation.
- Maintain a client-focused approach and provide Information and Advice when required.
- Ensure that policies and procedures remain current and that relevant quality and compliance requirements are met.
- Review the costs, impact and sustainability of services to inform decisions about priorities, future provision and the use of resources.
- Encourage constructive review of established practices, involving staff, volunteers and trustees in identifying improvements and assessing new opportunities.
- Review the organisation's key processes, responsibilities and external relationships to identify areas of reliance on individual staff or trustees. Establish appropriate arrangements for delegation, continuity and shared organisational knowledge, strengthening the charity's resilience during periods of absence or change.

Financial management and income generation

- Work with the Treasurer and Bookkeeper to maintain effective financial procedures and controls.
- Develop a confident understanding of the charity's financial position and use financial information to inform operational and strategic decisions.
- Work with the fundraising team, legacy co-ordinator and trustees to build on existing income sources, explore new opportunities and support longer-term financial sustainability.
- Develop and assess new income opportunities, including grant funding, public-sector partnerships and appropriate earned income, preparing business plans and recommendations for trustees where required.

Staff and volunteer leadership

- Maintain an appropriately skilled and motivated workforce.
- Ensure appropriate induction, training, appraisal and development arrangements.
- Support the recruitment, engagement and retention of volunteers, recognising their central contribution to the charity.
- Ensure that responsibilities, knowledge and relationships are shared effectively, reducing reliance on individual knowledge and supporting continuity across the organisation.

External relations and community engagement

- Represent the organisation on matters affecting older people.
- Develop relationships with the new local authority and other stakeholders as local government arrangements change.
- Explore opportunities to work more collaboratively with other organisations, clarify the charity's distinctive role and identify potential for extending its reach and impact.
- Maintain and develop purposeful relationships with the new local authority, health and public-sector partners, and local voluntary organisations. Protect and strengthen referral pathways, identify opportunities for collaboration and ensure the charity's contribution is understood and valued as local government and partnership arrangements evolve.

Board and governance support

- Attend Board meetings, Officers' meetings and the AGM, providing advice and progress reports.
- Present clear analysis, recommendations and options to trustees, supporting informed decisions and building shared ownership of the charity's direction.

Person specification

Essential criteria

Experience and knowledge

- Experience of leading people, services or an organisation, translating priorities into practical plans.
- Experience of financial management, including budgeting, monitoring expenditure and managing resources effectively.
- Experience of fundraising, income generation or developing funding opportunities.
- Experience of managing or supporting staff and/or volunteers.
- Knowledge of charity governance and the responsibilities involved in maintaining safe, well-managed services, including safeguarding and health and safety.

Skills and abilities

- Ability to assess organisational needs, review services and lead improvements and change.
- Strong communication and interpersonal skills, with the ability to build effective relationships with trustees, staff, volunteers and external stakeholders.

Personal qualities and commitment

- A genuine commitment to supporting older people to live independent, fulfilling and socially connected lives.
- A practical, adaptable and solution-focused approach, with the confidence to challenge established ways of working constructively.
- A commitment to responsible use of resources and the charity's long-term sustainability.
- A warm, approachable and collaborative leadership style, with a genuine commitment to helping people and an appreciation of the personal, community-rooted nature of the charity.
- The ability to work closely with staff and volunteers, valuing their initiative and contribution while providing clear direction and support.

Desirable criteria

- Experience in older people's services, advice services, health, social care or community support.
- Experience of partnership working with local authorities, health services or voluntary-sector organisations.
- Experience in using marketing and communications to raise awareness, engage audiences and support organisational objectives.

Why join us?

For a leader who takes initiative, asks thoughtful questions and turns ideas into action, this is a chance to shape a valued local charity, build on its strengths and develop a shared vision with trustees, staff and volunteers.

As we approach our 80th anniversary, we are proud of what the charity has achieved and conscious of the work still to do. We are looking for a Chief Officer who can help us protect what matters, make thoughtful choices about the future and continue supporting older people across Epsom & Ewell for years to come.

Terms of appointment

Job title	Chief Officer, Age Concern Epsom & Ewell
Reports to	Board of Trustees
Management responsibility	Responsible for the management of Age Concern Epsom & Ewell, including the leadership and support of staff and volunteers.
Salary	£50,000 - £55,000 FTE, based on 37 hours per week)
Location	The Old Town Hall, The Parade, Epsom, KT18 5AG – scope for 1 day per week working from home
Hours of work	32 hours per week, including occasional evening and weekend work
Contract	Permanent
Annual leave	25 days of annual leave per year, pro rata to contracted hours, plus statutory bank holidays. Bank holiday entitlement will also be pro rata, with an adjustment where a bank holiday falls on a day the postholder is not normally scheduled to work.
Pension	3% employer contribution and 5% staff contribution

NB: The successful candidate will be required to apply for an enhanced Disclosure and Barring Service (DBS) check and become a counter-signatory for processing DBS disclosures for staff and volunteers.



How to apply

If you would like to apply for this Chief Officer role at Age Concern Epsom & Ewell, please submit:

- An up-to-date CV outlining your employment history, qualifications and contact details.
- A supporting statement (no more than two sides of A4) explaining your interest in becoming the Chief Officer of Age Concern Epsom & Ewell and demonstrating how you meet the essential criteria outlined in the person specification.

If possible, please combine your CV and supporting statement into one document (Word or PDF).

Please submit your completed application to executive@harrishill.co.uk by 9am, Monday 23rd November.

If you require any further information, please contact our recruitment partner, Jenny Hills at Harris Hill at executive@harrishill.co.uk.

Recruitment timeline

Stage	Date
Application close	Monday 23rd November 2026
Shortlisting meeting	w/c 30th November 2026
First and second interviews	w/c 7th and 14th December 2026

Please indicate in your application if you have any existing commitments that may affect your availability for interview, or if you would require any adjustments or special provisions should you be invited to interview.



Advertisement

Chief Officer – Age Concern Epsom & Ewell

Location: Epsom & Ewell, Surrey (office-based at The Old Town Hall, Epsom, with some home working possible)
Salary: £50,000 - £55,000 FTE
Contract: Permanent, part time (32 hours per week)

Could you help older people live more independent, connected and fulfilling lives?

Join Age Concern Epsom & Ewell as our next Chief Officer and help shape the future of a much-loved local charity, ensuring older people across the community can access the support, advice and connections they need to thrive.

About Age Concern Epsom & Ewell

Founded in 1947, Age Concern Epsom & Ewell is an independent local charity helping older people navigate later life, maintain their independence and enjoy better wellbeing. Our services include information and advice, medical transport, befriending, home visiting, IT support, DIY assistance and social activities, helping people access practical support and remain connected to their community.

Our work is delivered by nine part-time staff, supported by a dedicated volunteer network. In the past year, the quality of our services was recognised when our volunteer community was nominated for The King's Award for Voluntary Service. From helping people access information and advice, to providing companionship and transport to medical appointments, our work makes a tangible difference to everyday lives.

As we approach our 80th anniversary in 2027, demand for support is growing alongside the challenges of an ageing population. We need to strengthen our financial sustainability, review our services and resources, and adapt to changes in local government and partnership arrangements. This is an opportunity to build on our strong community roots and long-standing relationships, ensuring the charity remains responsive, resilient and well placed to support older people for years to come.

As our next Chief Officer, you will:

- Translate the charity's strategy into practical plans, lead an initial organisational review and work with trustees to agree priorities, strengthen governance and build organisational resilience.
- Oversee the charity's day-to-day operations, finances and services, using evidence on costs, impact and community need to improve quality, efficiency and resource decisions.
- Work with the fundraising team, legacy co-ordinator and trustees to strengthen existing income streams, develop new funding opportunities and support long-term financial sustainability.
- Support and develop staff and volunteers, while building partnerships and raising awareness to extend the charity's reach and ensure older people, families, funders and partners understand the support available.

Who you are

You will be a practical, thoughtful and motivated leader who combines strategic perspective with a willingness to get involved in the day-to-day running of a small charity. You will bring a warm, approachable and collaborative leadership style, with a genuine commitment to helping people and an appreciation of the personal, community-rooted nature of the charity. You will bring:

- Experience of leading people, services or an organisation and translating priorities into achievable plans.
- Demonstrable experience of financial management, including budgeting, monitoring expenditure and making effective use of resources.
- Experience of fundraising, income generation or developing funding opportunities.
- Experience of managing or supporting staff and/or volunteers, with the ability to build an engaged and collaborative team.
- The ability to assess organisational needs, review established practices and lead improvements and change constructively.
- Strong communication and relationship-building skills, with the confidence to work effectively with trustees, colleagues, volunteers and external partners.
- A genuine commitment to helping older people live independent, fulfilling and socially connected lives, alongside a responsible approach to the charity's long-term sustainability.
- Knowledge of charity governance and the responsibilities involved in maintaining safe, well-managed services, including safeguarding and health and safety.

Experience in older people's services, advice, health, social care or community support would be desirable, as would experience of partnership working with local authorities, health services or other voluntary organisations.

Above all, you will be a self-starter who can identify what needs attention, ask the right questions and turn ideas into practical action. You will listen, build trust and bring people with you, balancing the confidence to lead with the judgement to involve others in shaping the charity's future.

Why Age Concern Epsom & Ewell?

- **Make a meaningful difference:** Help older people access practical support, maintain their independence and feel less isolated within their local community.
- **Shape the next chapter:** Play a central role in developing the charity's direction as it approaches its 80th anniversary, with genuine scope to influence its future.
- **Build on trusted community roots:** Work alongside committed staff, dedicated volunteers and a supportive Board of Trustees, with established community relationships to develop further.
- **Create lasting sustainability:** Help secure the resources, partnerships and organisational resilience needed to sustain valued services for the long term.

Application

For full details of the role including how to apply, **please download the full appointment brief**. For an informal and confidential conversation about this position, please contact Jenny Hills at Harris Hill at executive@harrishill.co.uk with times to speak and (optional but appreciated) a CV or professional profile which will be treated with the strictest confidence.

Closing date for applications: 9am, Monday 23rd November 2026

As leading charity recruitment specialists and a certified B Corp, Harris Hill is committed to high and ever-improving standards of equitable and inclusive recruitment. We actively welcome applications from all sections of the community regardless of age, disability, gender, race, religion, sexuality and other protected characteristics.

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