

Relief Welfare Services Assistant – Meals





About us

Formed in the 1920s we have a long history of providing services for retired Pilkington employees and their family members across the UK and overseas.

From our base in St Helens we support over 6,000 individuals, with our welfare and community support services focusing on supporting retired Pilkington employees and their families across the UK and beyond.

We deliver a range of social prescribing activities which provide practical and emotional support, promote health and well-being and tackle social isolation.

We offer specialist services including personalised respite care for beneficiaries and members of the community who are over 60 in our purpose built respite facility Ruskin Lodge in St Helens. We also deliver dementia support through our Admiral Nurse programme.



There to care when needed



How we make a difference

Our impact in 2024



Delivered

18,774

hot meals



Made

2,809

befriending telephone calls
on our link up service



Organised

27

social activities for people
living with dementia and
their carers



Organised

73

befriending telephone calls
on our link up service



Provided

186

respite stays at Ruskin
Lodge



Delivered

8,343

frozen hot meals



Carried out

3,907

welfare visits



Our Admiral Nurse made

134

visits



There to care when needed



Job description

Role: Relief Welfare Services Assistant – Meals

Location: The Enterprise Centre, Salisbury Street, St Helens, WA10 1FY

Hours: To provide relief cover either for our weekly or weekend meals service.
To provide a fortnightly weekend emergency standby service, 10am–2pm

Reporting to: Head of Welfare and Communities

Salary: Payment of £14.05 per hour.
A fortnightly weekend emergency standby fee of £20 per day.

Job Purpose

To provide relief cover when required and deliver up to 40 hot meals per day between 10am and 2pm to beneficiaries within the St Helens Borough. To provide a fortnightly weekend emergency standby service, 10am–2pm.

Key Responsibilities

- To collect meals from Ruskin Lodge and load into meals delivery vehicles.
- To be aware of the dietary restrictions of beneficiaries and ensure only suitable meals are delivered i.e. gluten free, diabetic.
- To follow the route plan to ensure delivery in the most efficient and effective way.
- To ensure all meals delivered are within safe temperature guidelines.
- To drive in varying weather conditions.
- To be alert to any changes in a beneficiary's circumstances i.e. health or environment when making daily delivery and act on and report to Head Office or family member as appropriate.
- To contact emergency services and family in the event of an emergency.
- To engage with beneficiaries in a friendly and courteous manner.
- To report any concerns regarding the company vehicle to Head Office
- To ensure vehicles have fuel for each meals run.

- To maintain and ensure cleanliness of the interior of the vehicle.

Person Specification

Qualifications	Essential	Desirable
Good standard of literacy	E	
Level 2 Food Hygiene qualification		D
Level 2 Moving & Handling of People		D
Level 3 First Aid qualification		D
Full driving license – <i>decision will be made based on number of points on license, preferably to be 6 points or less</i>	E	
Enhanced DBS check	E	
Experience		
Previous experience of caring for older people in unsupervised situations		D
Previous experience in a driving position		D
Experience of working as part of a team	E	
Skills		
Confident to drive in varying weather conditions.	E	
Ability to cope with stressful or emotional situations and the occasional emergency.	E	
Knowledge		

Understand and follow vehicle and road regulations and traffic laws.	E	
Qualities		
Positive service orientated outlook.	E	
Self-confident with excellent interpersonal skills.	E	
Reliable and punctual.	E	
Discreet and non-judgemental and adhere to confidentiality guidelines	E	
Able to demonstrate patience and empathy and be of a caring nature, showing personal warmth.	E	
Able to work independently without direct supervision.	E	
Committed to the work of the Trust	E	

Application process

Candidates

Interested candidates are invited to submit a CV and cover letter outlining their interest and suitability for the role by **5pm on 4th February 2026**. Interested candidates are encouraged to submit early applications as the application window may close sooner if a suitable candidate is found.

Pilkington Family Trust is an equal opportunity employer. We are committed to ensuring a fair and equitable recruitment process for all vacancies.

Please let us know if you require any reasonable adjustments in order to effectively access the recruitment process. If you would like any further information about the role or application process, please contact Danielle McQuiggan, Community Services and IT Co-ordinator danielle.mcquiggan@pilkingtonfamilytrust.com.

