

Centre Coordinator

JOB DESCRIPTION

Role: Centre Coordinator – Full Time

Location: New Avenues, 3-7 Third Avenue, London W10 4RS, with some travel required between Open Age centres

RESPONSIBLE TO: Senior Coordinator

JOB PURPOSE: To ensure that the Open Age centre runs smoothly on a day to day basis. This entails a range of responsibilities, as outlined below, but the core of this role is establishing a welcoming and accessible atmosphere for the older people who make use of our services.

MAIN RESPONSIBILITIES:

- To welcome people visiting the centre, establish their interests and encourage participation in different activities
- To support the recruitment, induct, train and support reception volunteers
- To assist the Senior Coordinator in compiling different reports. These will be based on regularly updated statistics, quantitative and qualitative data, and case studies
- To set up any new classes on our database, make necessary changes to existing classes/activities and report any problems to our IT support
- To liaise with the Senior Coordinator regarding records, programmes of activity and data that is being stored/used
- To ensure that the daily programme schedule is up to date and on display. This also involves briefing the reception volunteers before the start of shift about the activities and cancellations of the day
- To work with members who require support, linking them into referral systems and allocating a volunteer or peer mentor as needed for additional support
- To ensure that registers are kept of class attendance and the appropriate forms are completed for tracking.
- To carry out the daily banking at the end of the day and lead on Front Office tasks, processes and work closely with other Open Age staff.
- To maintain a database of members who do not attend the centre during the course of the year and to ensure that they are called to find out why they have not attended and a report generated for the manager
- To set up the rooms for the various daily activities, including projectors and any other furniture as required
- To carry out any other duties that may reasonably be required by the Head of Service
- To undertake any training that is deemed necessary by the Head of Service for this position.
- Some very occasional evening and weekend work.
- Some travel between centres if you are required to cover elsewhere to support the front desk function.

- To actively support the Head of Service in liaising with health, community and third sector organisations to ensure older people of all ages and backgrounds are engaged.

PERSON SPECIFICATION

Essential Skills and Experience

- This is a front-facing role and therefore requires strong customer service skills, such as confident telephone manner, organised bookings system and excellent communication skills
- Networking skills and the ability to liaise with external organisations and stakeholders
- Excellent listening skills, combined with patience and understanding
- Ability to support and manage the independent tutors and volunteers who help run our activities
- Excellent admin skills and attention to detail
- Sensitivity to difference and diversity among users and a commitment to putting equal opportunities principles into practice.
- Good time management with the ability to manage workloads, set priorities and meet strict deadlines
- Strong IT skills and a familiarity with data entry – knowledge of Microsoft Office including teams
The imagination and drive to help develop innovative services for older people
Ability to set up rooms and lift chairs and light furniture
- Ability to multi task and respond to changing needs and priorities through the day
- Compassion for the issues facing older people

Desirable qualities and skills

- Awareness of issues affecting the lives of people over 50 and a commitment to Positive Ageing
- Experience of recruiting, supporting and working with volunteers
- A current First Aid or Emergency Aid Certification – optional as Open Age will cover this training