

JOB DESCRIPTION

ROLE: Senior Centre Coordinator (Full time) Fixed Term until 30th September 2025

RESPONSIBLE TO: Tina Lavenu, Head of Member Experience

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. The role is pivotal in ensuring the smooth day-to-day running of a busy vibrant community centre.

MAIN RESPONSIBILITIES:

- To ensure smooth operation of the day-to-day running of the centre, which would include informing relevant staff of any third-party contractors' absence and informing members where appropriate.
- Accurately process and manage members' feedback, complaints and enquiries ensuring processing times are consistently met and compliant with Open Age policies in order to make sure members are at the heart of everything the centre does.
- To assist in monitoring the attendance of all activities in the Centre in order to effectively monitor both over subscription and demand, and additionally activities that may be require further promotion.
- To welcome people visiting the centre, establish their interests and encourage participation in different activities.
- To recruit, induct, train and support volunteers at The Centre.
- To assist the manager in compiling different reports in order to feed both into Open Age's overall strategy and to external funders.
- To set up any new classes on the database, make necessary changes to existing classes/activities and report any problems to our IT support
- 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 ensure the daily class takings are cashed up at the end of the day. (At some centres this may involve taking the banking and payment slip to the Bank on a weekly basis)
- 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 ensure the rooms are set up for the various daily activities, including projectors and any other furniture as required
- Some very occasional evening and weekend work.

- To actively support the manager in liaising with health, community and third sector organisations to ensure older people of all ages and backgrounds are engaged.
- To network with external organisations and stakeholders
- To support the Centre Coordinator (where there is one in post) in their role and work together to deliver the service
- To carry out any other duties that may reasonably be required by the manager

PERSON SPECIFICATION

ESSENTIAL SKILLS AND EXPERIENCE:

- Basic understanding of CRM systems
- Proficiency in Microsoft Office Suite, especially Excel
- Strong organisational and time-management skills
- Excellent verbal and written communication skills
- Ability to work independently and as part of a team
- Thorough attention to detail and a commitment to data accuracy
- Compassion for the issues facing older people
- Sensitivity to difference and diversity among users and a commitment to putting equal opportunities principles into practice

DESIRED QUALIFICATIONS:

- Experience of case management systems, experience Civi CRM highly desirable
- Previous experience in a customer service or administrative role where some line management has been required