



Centre and Learning Coordinator

ROLE: Centre and Learning Coordinator

RESPONSIBLE TO: Centre Delivery and Learning Manager

JOB PURPOSE: Responsible for supporting the Centre Managers, Senior Coordinators and Coordinators, Learners and independent Tutors with the delivery of Adult Community Learning within Open Age, plus support the delivery of member services

LOCATION: Second Half Centre, St Charles Centre for Health and Wellbeing, Exmoor Street, London W10 6BZ and New Horizons, Cadogan Street, London, SW3 2PF. The post holder will be required to move between Open Age centres in RBKC and Westminster from time to time.

MAIN RESPONSIBILITIES:

Learning Delivery Responsibilities:

- To be the lead coordinator for the adult learning programme within the Centre Delivery team, supporting the coordination of the Centre Delivery team to develop and deliver adult learning provision
- To work with the Centre coordinators to manage course enquiries, the enrolment process, learner onboarding (including ensuring understanding of the learning commitment) and ensure registers are kept of class attendance.
- To work with the Centre coordinators to set up, maintain and update classes on Open Age CRM systems (all classes) and external funder databases (adult learning only,) ensuring all learner, course and attendance information is accurate and up to date. Liaise with IT support where required to resolve system issues.
- To welcome people visiting the centre, establish their interests and encourage participation in activities: arts and cultural activities including adult learning courses, physical activities, outreach services, digital inclusion, trips, fundraising and volunteering.
- Coordinate the collection, storage and archiving of enrolment forms, registers, learning documentation, evaluation records and supporting evidence in accordance with data protection, quality assurance and funding requirements.
- Work with Centre Delivery and Learning Manager to support compliance with funder

requirements, monitoring processes, quality standards and audit requirements by ensuring that all learning documentation is completed accurately and within required timescales.

- To support and work with the Centre Delivery Team to liaise with tutors regarding learning materials, enrolment, attendance, course documentation and compliance requirements, ensuring tutors are provided with all relevant information and paperwork.
- To support and work with the Centre Delivery Team to provide a positive link between tutors and Open Age members with respect to queries, absences, course work and documentation
- To ensure the programme on offer is always up to date and prepare and distribute programmes, publicity materials and other communication materials through appropriate channels.
- To monitor learner participation, evaluations, feedback and outcome information and assist the Centre Delivery and Learning Manager in compiling reports and using learnings to improve programme quality. Occasional support with non-ACL report compilation.

Centre Coordinator responsibilities:

- Working with the Centre Delivery and Learning Manager, seek opportunities to increase Open Age's reach, in particular individuals from Global Majority communities, men and those from the most deprived wards
- To support reception volunteers, helping establish a welcoming team at the front reception
- To ensure that the daily programme schedule is up to date and on display, ensuring any changes and developments are communicated to the volunteers
- To work with members who require support, linking them into referral systems including Link-up and befriending
- To encourage cashless payments and carry out the daily banking at the end of the day ensuring all monies are accurately recorded and safely stowed away
- To set up the rooms for the various daily activities, including projectors and any other furniture as required
- To promote any fundraising initiatives, provide requested fundraising materials and give basic donor support to members in your centre which could include processing and recording donations and gift aid and thanking members

Personal Specification:

Essential Experience

- Experience supporting the delivery of courses, activities, training programmes, or other organised learning opportunities.
- Experience maintaining accurate records, databases, registers, or monitoring information.
- Experience working collaboratively with a range of stakeholders, including tutors, volunteers, learners, colleagues, and external partners.

Essential Knowledge and Skills

- Understanding of the benefits of lifelong learning and the barriers that may affect participation in learning and community activities, particularly for older adults.
- Strong administrative and organisational skills with excellent attention to detail.
- Ability to manage competing priorities and work effectively under pressure.
- Excellent verbal and written communication skills.
- Strong interpersonal skills and the ability to build positive relationships with members, tutors, volunteers and colleagues.
- Ability to use databases, CRM systems and Microsoft Office applications confidently.
- Ability to monitor data, maintain accurate records and produce reports when required.
- Ability to work independently whilst also contributing effectively to a team.

Personal Qualities

- Warm, approachable and welcoming manner.
- Enthusiasm for supporting older adults to engage in learning, social and community opportunities.
- Proactive and solution-focused approach.
- Flexible and adaptable, with a willingness to support activities across different Open Age locations.

Desirable Experience and Knowledge

- A recognized teaching qualification - PGCE or DTLLS
- Experience within Adult Community Learning (ACL), community education, further

education, or lifelong learning programmes.

- Experience of OFSTED inspections and ability to manage an inspection process
- Knowledge of learner enrolment, attendance monitoring, course administration or education compliance requirements.
- Understanding of funding, quality assurance or monitoring requirements within community learning programmes.
- Knowledge of safeguarding and data protection requirements.