Job Description:

ROLE: Senior Centre Coordinator (Full time)

RESPONSIBLE TO: Centre Manager of the Location and Centre Delivery & Learning Manager

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 running of a busy vibrant community centre.

Main Responsibilities:

1. To welcome people visiting the centre, establish their interests and encourage participation in different activities: arts and cultural activities including adult learning courses, physical activities, outreach services, digital inclusion, trips, fundraising and volunteering.
2. 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.
3. Seek opportunities to increase Open Age's reach working with your Centre Manager, in particular recruiting new members from Global Majority communities, men and those from the most deprived wards
4. Accurately process and manage members' feedback, complaints and enquiries ensuring processing times are consistently met and compliant with Open Age policies to make sure members are at the heart of everything the centre does.
5. To report on the attendance of all activities at the centres, to effectively monitor demand, using this data to maximise class capacity, optimise the termly activity plan and bid for funding for over-subscribed activities
6. The recruitment of third-party tutors and contractors, ensuring our compliance with Open Age policy and procedure
7. To recruit, induct, train and support volunteers at the Centre.
8. To assist the Centre Manager in compiling different reports to feed both into Open Age's overall strategy and to external funders.
9. To set up any new classes on the database, make necessary changes to existing classes/activities and report any problems to our IT support
10. To work with members who require support, linking them into referral systems including Link-up and befriending

11. To ensure that registers are kept of class attendance and the appropriate forms are completed for tracking, including recording all non-member beneficiaries in our CRM.

12. To encourage cashless payments wherever possible and 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)

13. 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.

14. To identify members who do not attend the centre during the year, follow-up and take action as appropriate.

15. To ensure the rooms are set up for the various daily activities, including projectors and any other furniture as required

16. Working with the Centre Manager, actively seek out opportunities for new funding, new partnerships and to maintain and develop our current connections in the community

17. To carry out any other duties that may reasonably be required by the manager. Some very occasional evening and weekend work.

Essential Skills and Experience

1. Strong customer service and member engagement skills.
2. Ability to support and manage the independent tutors and volunteers who help run our activities
3. Relationship building and stakeholder management skills with the ability to identify opportunities for partnerships, funding and service development.
4. Team-working and collaboration skills.
5. Administrative and record-keeping skills with a high level of accuracy.
6. Data collection, monitoring and reporting skills.
7. IT proficiency, including Microsoft Office, databases and CRM systems.
8. Ability to manage complaints, feedback and enquiries professionally.
9. Ability to multi-task and respond to changing needs and priorities throughout the day.
10. Excellent verbal and written communication skills
11. Problem-solving and decision-making skills.
12. Ability to organise and prioritise own workload and work flexibly and pro-actively.
13. Sensitivity to difference and diversity among users and a commitment to putting equal opportunities principles into practice.
14. The imagination and drive to help develop innovative services for older people
15. Passionate about supporting older people and strengthening communities.
16. A Proactive and able to use initiative.
17. Friendly, approachable and welcoming.
18. Physically able to move tables and chairs within the activity rooms, in readiness for the changing classes. Ability to set up rooms and lift chairs and light furniture

Desirable qualities and skills

1. Awareness of issues affecting the lives of people over 50 and a commitment to Positive Ageing
2. Background in the Arts and Culture sector