

Senior Centre Coordinator

JOB DESCRIPTION

Role: Senior Centre Coordinator – Full Time

RESPONSIBLE TO: Manager of North Westminster and North Kensington.

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.

Salary: £29,000 per annum

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 identify 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 educate both Open Age's overall strategy and 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 carry out the daily banking at the end of the day, if locking up.
- 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
- 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.

- Networking skills and ability to liaise with external organisations and stakeholders
- To carry out any other duties that may reasonably be required by the manager