

**Job Description**

**Centre Coordinator: Cherry Tree, Burgess Hill**

**Responsible to:** Burgess Hill Centre Manager

**Responsible for:** Activity workers, volunteers, members and visitors

**Hours:** 30 hours per week Monday to Friday

**Main purpose of job:**

To assist the Centre Manager in the smooth operation of the centre

including deputising in their absence.

To actively engage with members and encourage participation in centre activities.

To lead volunteer recruitment, training and support.

To oversee administration for centre.

**Main Duties:**

1. To assist the Centre Manager in the daily operation of the centre and deputise in his absence. Duties will include supervision of team members and volunteers; assisting members with activities; assisting with lunches and carrying out administration and daily banking.
2. To actively engage with members and encourage participation in centre activities; listen to and record members’ feedback.
3. To assist the Centre Manager to develop the activity programme within the centre in line with usage and trends to make sure room space is maximised; support instructors and ensure activities are run professionally and efficiently.
4. To monitor the quality of activities, record statistics and report to Centre Manager.
5. To act as activity leader for some activities.
6. To supervise team members and volunteers.
7. To take lead responsibility for volunteer recruitment, training, support and meetings.
8. To assist the Centre Manager to develop membership for the centre to achieve income target.
9. To assist the Centre Manager to organise fundraising for the centre to achieve targeted income; actively take part in events.
10. To assist the Centre Manager to develop the trips and outings programme.
11. To assist the Centre Manager to ensure member services, including hairdressing, chiropody etc., provide a friendly and professional service whilst producing a consistent income stream.
12. To assist the Centre Manager to develop the range of centre hirers.
13. To assist the Centre Manager to promote the centre services in an effective and creative way in the local communities.
14. To work in partnership with other voluntary sector and older people’s organisations where appropriate; attend meetings, network, share ideas and resources to develop centre services.
15. To act as a project manager as requested.
16. To act as a First Aider and Fire Marshall, and be a key holder and on alarm call-out list.
17. To assist the Centre Manager with the management of Health and Safety for the centre.
18. To comply with processes and policies of the centre in line with Age UK West Sussex’s management systems.
19. To attend training and meetings as arranged with the Centre Manager.
20. To work extra hours to cover for the Centre Manager and other team members during periods of absence.
21. Undertake any other duties appropriate within the role as may be reasonably required by the Centre Manager and Age UK West Sussex’s Head of Community Activities.

Job Description agreed by:

|  |  |
| --- | --- |
| Post holder (Print name): |  |
| Signature: |  |
| Date: |  |
| Centre Manager: | Cheryl Denford |
| Signature: |  |
| Date: |  |
| Head of Centre: | Gary Hardley |
| Signature: |  |
| Date: |  |

**Person specification for Centre Coordinator**

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|  | **Essential** | **Desirable** |
| **Knowledge:** | Experience of working with older people |  |
| **Experience:** | Comparable operational management in a similar ‘people’ business or environment  Health and Safety management.  Team supervision  Promotion of service | Catering experience and understanding of Food Regulations  Team training  Partnership working with voluntary and charitable sector organisations  Working with volunteers |
| **Skills and Abilities:** | Common sense and a practical approach to problem solving  Good organisational skills  Able to work independently and use initiative  Able to handle cash accurately  Able to remain calm when faced with challenging situations  Good communications skills, both verbally and in writing  Able to use Microsoft Office competently.  Understanding of promoting independence for older people  Understanding the needs for dignity, privacy and respect of older people |  |
| **Personal Qualities:** | Commitment to equalities  Empathy with older people  Ability to relate well to people from a wide range of backgrounds |  |
| **Any other factors:** | Willing to undertake appropriate training  Willing to organise and attend membership, fundraising and community networking events; may include evening or weekends  Willing to work flexibly to meet the needs of the service including working extra hours to cover the manager and team members during absence |  |