

**JOB DESCRIPTION
AGEING WELL CENTRE CO-ORDINATOR**

RESPONSIBLE TO:	AGEING WELL MANAGER
RESPONSIBLE FOR:	TEAM OF VOLUNTEERS AT THE AGEING WELL CENTRE AND FROM TIME TO TIME OTHER STAFF AS DIRECTED BY THE AGEING WELL MANAGER OR CHIEF EXECUTIVE.
SALARY:	£18,685 P.A. PRO RATA
HOURS:	30 HOURS PER WEEK, MON-FRI, ON A FLEXIBLE BASIS INCLUDING OCCASIONAL EVENINGS & WEEKENDS WITH REASONABLE NOTICE. TO COVER THE CENTRE, THE PREFERRED HOURS ARE 9.00am-12.45pm & 1.30pm-3.45pm

OVERALL JOB PURPOSE

To maintain and assist with the ongoing development of a dynamic, professional, safe and welcoming environment at the Ageing Well Centre, one that promotes personal development and healthy, active lifestyles for older people where the social environment and their wellbeing is key.

To ensure the centre is well-placed to support the Ageing Well Manager, and other colleagues, to develop, deliver and co-ordinate a range of high quality, complementary services and activities that meet the needs and aspirations of older people in Bolton.

To support the Ageing Well Manager, Corporate Services Manager and other staff, in their health & safety roles, ensuring on behalf of the Chief Executive and Trustees that the charity meets its statutory health & safety obligations and adheres to good practice in this area.

KEY RESPONSIBILITIES

CENTRE CO-ORDINATION & ACTIVITIES

1. To ensure the smooth running of the Ageing Well Centre, maintaining a safe, professional, welcoming and accessible environment.
2. To be responsible for the day to day running of the centre, dealing with volunteers, visitors, contractors, enquiries and keeping the track and trace register up to date.
3. To work with the Ageing Well Manager, older people, Age UK staff, partners and volunteers to ensure the centre fulfils its role as an effective office base, delivers high quality and complementary services and activities and is a successful key resource for participants and the local community.
4. To support the centre's day to day activities, including covering or assisting on reception, in the snack bar, taking bookings and cash, collating registers and attendance data.

5. To be aware of and proactively support the marketing and promotion of opportunities available at and through the Age UK Bolton Ageing Well Centre.
6. To assist with the induction of, and supervise, a small team of building and support volunteers, such as handy person, wheelchair assistant and grounds volunteer.
7. To co-ordinate, supervise and support our key team of activity, reception and snack bar volunteers in the centre.
8. To set up and present rooms, spaces and relevant activity or IT equipment at the centre, in line with agreed customer or client needs and with due regard to health and safety guidelines and standards.
9. To keep the centre's rooms and offices well-stocked, including the snack bar, office supplies, PPE, receiving deliveries, monitoring stock levels, usage and ordering supplies
10. To co-ordinate Age UK Bolton's Wheelchair Loan Service, including interim Covid-secure cleaning, basic maintenance, ensuring they are checked before going out, on return, taking calls and enquiries.
11. To provide the Ageing Well Manager with relevant information, data or statistics to inform quarterly monitoring reports, including activities, building works, health & safety figures, attendance data.
12. To provide occasional cover and support with events and activities outside of the usual working day, at evenings or weekends.

HEALTH, SAFETY & FACILITIES MANAGEMENT

13. To co-ordinate and deliver day to day facilities management and ensure compliance with Health & Safety, Equalities, Data Privacy and all other organisational policies and procedures as appropriate and in line with good practice in premises management.
14. To liaise with and supervise facilities management, cleaners and Bolton Council regarding maintenance visits, faults, works and tasks, reporting back to the Ageing Well Manager or CEO.
15. To ensure outside areas are kept, clean, safe and free of hazards.
16. To support the Charity to meet its Covid-19 responsibilities by ensuring systems, procedures and policies are implemented in the centre and that essential services can continue throughout the pandemic and beyond.
17. To assist with routine deep cleaning and basic maintenance of the building, interim daily wipe-downs and cleans outside of the regular cleaning schedule and support with emergency cleaning if necessary.
18. To read the gas and electric meters.
19. To undertake first aid at work training and act as the first port of call for accidents and emergencies in the building, including fire marshal duties.

PERSON SPECIFICATION

AGEING WELL CENTRE CO-ORDINATOR – AGEING WELL TEAM

ESSENTIAL CRITERIA	ASSESSMENT METHOD
KNOWLEDGE & SKILLS	
Strong verbal and written communication skills	Application/Interview
Effective organisation and prioritisation skills	Application/Interview
Excellent relationship building and people management skills	Application/Interview
Understanding of and empathy with the issues affecting older people	Application/Interview
Experience in physical resource and stock management	Application/Interview
Demonstrable commitment to equalities	Application/Interview
The ability to coordinate and influence the Health & Safety activities within the activities centre	Application/Interview
To hold a valid/recent First Aid at Work qualification or be willing to work towards this	Application
Demonstrable evidence of being able to work as a member of a team in a work environment	Application/Interview
Genuinely interested in supporting older people with their social, emotional and physical health	Application/Interview
EXPERIENCE & QUALIFICATIONS	
Good standard of education	Application
Experience of managing/supervising and developing volunteers and working with a range of stakeholders and staff	Application/Interview
Service and/or activities development, co-ordination or delivery	Application/Interview
Experience of identifying and implementing opportunities for income generation and or budgetary savings	Application/Interview
Solution oriented and willing to work with the team to create new ideas to develop the service	Application/Interview
WORK RELATED CIRCUMSTANCES	
Willingness and ability to work flexibly	Application/Interview
A proactive approach to the personal development of oneself and others	Application/Interview
Empathy with older people and an understanding of the issues and barriers they may experience	Application/Interview
Experience in risk assessment and management, health and safety and compliance	Application/Interview

DESIRABLE	ASSESSMENT METHOD
Premises or facilities management experience	Application/Interview
Experience of working with older people either in a paid or voluntary capacity	Application/Interview
Experience of marketing or promotional activity	Application/Interview
To hold, be actively working towards or willing to undertake an appropriate Health & Safety certificate or qualification	Application/Interview
Practically minded, able to easily move between co-ordination and practical activities as required	Application/Interview
Creative, forward thinking and willing to support the service with new developments as these arise	Application/Interview
ICT literate - including Microsoft Office suite	Application