Job Description

Role: Community Engagement, Outreach and Events Coordinator

Reporting to: Head of Charitable Services

Salary: £26,125 (Full Time Equivalent)

Terms: 3 days p.w. fixed term contract for 12 months with a possibility of extension

About Us

Based in Aylesbury and working across the county, our services support older residents to maintain their independence and well-being, especially when times are difficult. We do this through a range of services, including:

- Information and Advice and welfare benefits service
- Loneliness and Isolation service which focuses on supporting older people to build and maintain social connection through with local activities and groups, telephone and online peer support groups, and in home befriending for the most vulnerable
- Home Services managing referrals to a team of self-employed and verified housekeepers, gardeners and handypeople
- Hospital Discharge Support Service which features transport home from hospital and up to 6 weeks of support after a hospital stay
- Dementia Support Bucks Service, providing guidance and support to clients and their families and carers
- Age Better Bucks supporting older people facing new challenges
- Supporting Buckinghamshire Council's Healthy Ageing strategy and the Age Friendly Bucks programme

We are now expanding an element of our services supporting social connection. We want to roll out our successful Coffee Cake and Company (CCC) groups to more locations across Bucks, and use them as local hubs of support to help people to age better. We also have opportunities for more outreach and in-community connection, to share Age-Better knowledge, and reach marginalised groups who might otherwise struggle to access our services. This role is designed to help us build our CCC footprint and develop the groups, and support wider activities at Age UK Bucks involving community outreach, engagement and events.

Job Purpose

Support more older people in Bucks to connect socially and access our services, by growing and developing our Coffee Cake and Company groups, and helping Age UK Bucks reach into communities more effectively across our services and wider needs.

Duties and Responsibilities

Coffee Cake and Company

- Develop current CCC groups and establish new groups across the county reaching more lonely and isolated local residents
- Sustain and develop CCC groups already up and running
- Apply the learning we have already developed in a CCC toolkit
- Work on delivery with trusted partner organisations to improve viability and sustainability
- Manage and develop a group of 10-20 volunteers supporting the service
- Develop and manage outcome measurements and KPIs for the service
- Develop and manage a programme of Age-Better related activities across our CCC groups, working with local partners and agencies (i.e. scam advice, health and exercises, crafts and games)

Wider Age UK Bucks outreach and activity

- Support and manage a programme of Service outreach talks and presentations
- Attract and manage a team of outreach volunteer ambassadors
- Plan and support events in the community working with our teams
- Help deliver Fundraising events and activities working with our Fundraising lead

Other

- Support delivery of staff events and away days
- Support delivery of events such as Age Without Limits events, International Day of Older People and other activities
- Support our activity calendar and community events feeding into newsletters, website calendars and other services and comms activity
- Comms and advertising activity to support outreach attendance and success
- Ensure accurate recording, management and reporting of data as required, including personal data in line with GDPR
- Carry out administrative tasks and database records relating to all of the above responsibilities
- Collect stories of impact and client benefit
- Adhere to fundraising and cash handling policies and procedures
- Adhere to safeguarding policies and address any safeguarding issues promptly
- Complete any tasks as reasonably required by Age UK Bucks

Person Specification

- Effective event delivery skills, and experience of community events
- Passionate about supporting older people stay connected and engaged in the community
- Charity – related work and experience welcome, including fundraising
- Effective partnership working to deliver a shared goal
- Good communicator with comms and marketing understanding and a gift for relating to the public
- Experience of working with volunteers
- Inclusive of people of all ages, genders, abilities and from all backgrounds
- Excellent organisational skills and attention to detail

Our values

Commitment to the aims of the organisation and the ability to demonstrate the following values:

Enabling:
We assist older people to live independently and exercise choice

Influential:
We listen to older people, represent their interests and ensure their voices are heard

Dynamic:
We are innovative, driven by results and consistently deliver for older people

Caring:
We are passionate about what we do and care about each individual

Expert:
We are authoritative, trusted and quality orientated

This job description may change from time to time according to the needs of the organisation.

Terms and Conditions

- The position is office-based with some flexibility to work from home and a requirement to work in the community often/as required
- Employees are entitled to 28 working days holiday per full-time role per calendar year. This will be pro-rata for part-time roles
- The Charity meets the current legislation by providing a pension scheme. All employees are auto-enrolled and if you wish to opt out you must complete appropriate paperwork

Equal Opportunities:

Age UK Buckinghamshire wants to become more representative of the community we serve. We encourage equality, diversity and inclusion in the workplace and encourage applications from our wonderful rainbow of talent in Bucks and people of all ages.