

Age UK Hertfordshire
Job Description

Job Title	Active Ageing Assistant Manager
Department	Active Ageing
Location	Hybrid – Between Hertford Office and Home, with regular travel across Hertfordshire
Hours	24.5 hours per week
Salary	£20,090 per annum (£28,700 FTE)
Reports to	Active Ageing Manager
Responsible for	Supervisors, assistants and volunteers
Benefits/ entitlements	Contributory Pension Scheme and Health Cash Plan after six months service.

Scope:

- Age UK Hertfordshire is an independent charitable organisation, which observes the values, principles, standards and good practice of the Age UK Federation; and consequently has been granted a license to use the well-known name, Age UK Hertfordshire (AUKH), which is respected throughout the county.
- Our mission is quite simply to ***“improve the lives of older people in Hertfordshire”***, and work to ensure that older people in Hertfordshire are valued, able to live well and retain their independence throughout later life.
- We provide detailed information about our organisation and the range of services we provide on our website www.ageuk.org.uk/hertfordshire

Main purpose of the post:

- The purpose of the role is to assist with the management and delivery of the countywide Active Ageing service, supporting with problem solving when issues arise, to ensure the service runs efficiently.

Responsibilities/ Duties / tasks

Tea & Chat, Brainwaves, Jaswant Club Management

- To directly manage the localised clubs. Providing support with the day to day running of the clubs and acting quickly to resolve any challenges when they arise
- Participate in the initial assessments and reassessments of clients attending the localised clubs when supervisors need additional support
- Support the development of the club supervisors that manage the localised clubs with regular 1-1 and performance review meetings
- Hold regular team meetings with the club supervisors of the localised clubs to ensure consistency of service delivery
- Manage the budgets for the localised clubs
- Collate reports required by funders for the localised services
- Use HR database to record, monitor or approve annual leave, training and sickness of the staff delivering the localised services

Active Ageing Service Assistant Management

- To assist the Active Ageing Manager with the day to day running of the Countywide lunch clubs (Young At Heart clubs)
- To support the Active Ageing Manager to establish and maintain good working relationships with meal providers, transport providers and venue providers
- Assist and support the Active Ageing Manager to ensure that a sufficient number of casual staff and volunteers are recruited to support the delivery of the Active Ageing services
- Assist and support the Active Ageing Manager to manage waiting lists for the services
- Assist and support the Active Ageing Manager to monitor the active ageing staff and volunteers training records and all required training is completed
- Liaise with other voluntary and statutory organisations to raise awareness of the Active Ageing service and to maximise appropriate referrals to the service
- Assist and support the Active Ageing manager to ensure all Active Ageing service projects meet the requirements of funders and that service level agreements are met
- Deliver talks and presentations within the organisation and to external agencies
- To adhere to all Age UK Hertfordshire policies and processes, including Health and Safety and safeguarding
- Working to the agreed standards and policies of Age UK Hertfordshire
- Work occasional evenings or weekends for which time off in lieu will be given



In addition to the duties and responsibilities list, the job holder is required to perform other duties assigned by the line manager from time to time which are commensurate with capability and status.

Additional Information

Confidentiality: Attention is drawn to the confidential aspects of this job and personal responsibility and liability under the Data Protection Act 2018. Matters of a confidential nature, including information relating to clients or staff, must not under any circumstances be divulged to any unauthorised person.

Health & Safety: The post holder is required to take reasonable care of their own health and safety and that of other people who may be affected by their acts or omissions at work and to ensure that statutory regulations, policies and codes of practice and departmental safety rules are adhered to.

Equality & Diversity Policy Statement: We believe that equality for all is a basic human right and actively oppose all forms of unlawful and unfair discrimination. We celebrate the diversity of society and are striving to promote and reflect that diversity within this organisation.

DBS: Enhanced DBS Required

APPOINTMENT OF THIS POSITION IS SUBJECT TO SATISFACTORY REFERENCES.