

Job Description

JOB TITLE	Activities and Events Officer
HOURS	Full Time, 35 hours per week
SALARY	£29,072.00
LOCATION	1, Thorpe Close, London, W10 5XL
Responsible to	Activities and Events Manager

Age UK Kensington & Chelsea Values

At Age UK Kensington & Chelsea, we believe that ageing should be about *living well* — staying connected, independent, and fulfilled at every stage of life.

We're a vibrant, values-led local charity and proud partner of the Age UK network. Every day, we work alongside older people to design and deliver services that promote wellbeing, independence and dignity. From supporting people to manage their health, to tackling loneliness and influencing local policy, we put people and communities at the heart of everything we do.

Job Role and purpose

Age UK Kensington and Chelsea's Activities and Events service is designed to reduce and prevent isolation and loneliness by supporting older people to connect with their communities and build meaningful social networks.

We offer a wide variety of courses, clubs, and events that provide countless opportunities to make new friends, enjoy inspiring trips, and learn new skills.

This role will help older people build confidence, develop meaningful relationships, and reconnect with their communities.

The postholder will support the planning and delivery of activities, events and engagement opportunities that promote wellbeing, independence and social connection for older people across Kensington and Chelsea.

Working alongside colleagues, volunteers, health professionals, and community partners, you will play a key role in creating opportunities for older people to feel connected, valued, and supported.

The role will help ensure older people can access safe, welcoming, and inclusive activity opportunities that improve confidence, health and wellbeing, and social connection.

Activities and Events Officer Key responsibilities
1. Programme Support
• Support the organisation and delivery of activity sessions and participation events. • Assist with participant registration, attendance monitoring, and data entry. • Help prepare venues, resources, and materials for activities and events. • Provide practical support during activities and events. • Carry out outcomes measures, post-event surveys and gather participant feedback.
2. Participation engagement
• Welcome and support participants attending sessions and events. • Help maintain regular contact with participants, including follow-up calls for missed sessions. • Ensure that sessions are safe and welcoming including implementation and maintenance of appropriate boundaries and expectations • Support outreach and promotional activities within local communities. • Signpost clients to additional activities, services and sources of support where appropriate.
3. Volunteer support
• Support recruitment and coordination of volunteers. • Assist with volunteer inductions, communication, and rotas. • Help ensure volunteers feel supported and valued. • Support volunteers to deliver high-quality activities and events. • Monitor volunteer attendance and participation. • Escalate any volunteer concerns to the Activities and Events Manager.
4. Administration and monitoring
• Maintain accurate client and attendance records using Salesforce. • Support collection of outcomes measures, feedback, case studies, and evaluation information. • Assist in the preparation of reports, monitoring information and funding returns where required.
5. Health, Safety, Safeguarding and Representation

- Support safe delivery of activities and events.
- Follow safeguarding and health and safety procedures.
- Report concerns appropriately.
- Act as a positive, professional representative of Age UK Kensington & Chelsea at all in person and virtual activities, ensuring the organisation's values, ethos, and code of conduct are visibly upheld.
- Ensure adherence to professional boundaries, and compliance with the organisation code of conduct by both volunteers and participants.
- Ability to act as a trustworthy ambassador for the charity maintaining high standards of conduct and discretion at all times.

Person Specification

Essential

Experience

- Experience of working or volunteering within community, health, wellbeing, or customer-facing environments.
- Experience of supporting activities, events, or group sessions.
- Experience of working with older people or diverse communities.

Knowledge and skills

- Good communication and interpersonal skills.
- Ability to reinforce and maintain appropriate boundaries in a calm and professional manner
- Ability to work effectively as part of a team.
- Good organisational and administrative skills.
- Understanding of the importance of confidentiality and safeguarding.
- Basic IT skills, including Microsoft Office applications and experience of maintaining accurate records on databases or CRM systems (e.g. Salesforce).

Desirable

- Experience of working within the voluntary or charity sector.
- Experience of supporting volunteers.
- Experience of using Salesforce or similar CRM systems.
- Knowledge of issues affecting older people.
- First Aid qualification.

Personal Attributes

- Compassionate, patient and committed to improving older people's wellbeing.
- Professional, reliable and enthusiastic.
- Strong listening skills

- Ability to show compassion and build trusting, supportive relationships with older people from diverse backgrounds.
- Able to deal firmly and calmly with challenging situations which may arise from time to time
- Resilient and able to reflect, adapt and improve as part of continuous development
- Flexible and adaptable to changing needs and priorities.
- Positive, collaborative and committed to continuous improvement.
- Strong alignment with Age UK K&C's values and ethos.
- Commitment to equality, diversity, and inclusion.