

Activities Coordinator

About the organisation

Age UK Lincolnshire is an independent local charity and a valued member of the Age UK brand partnership. We are a dynamic, forward-thinking, and welcoming organisation, dedicated to supporting over 6,000 people across the county every month. With offices and retail outlets throughout Lincolnshire, we offer a wide range of services, social groups, and activities designed to help older people stay independent, active, and enjoy a fulfilling later life.

Our vision – **a world where older people flourish** – is delivered in the pursuit of our strategic priorities and values:

To improve the lives of older people

Caring & Understanding

To increase our organisation's financial sustainability and contribution to the local economy

Dedicated & Passionate

To be leaders in providing high quality services and achieve customer excellence

Dignity & Respect

To be a partner of choice

Independence

To be an employer of choice for staff and volunteers

Compassionate

We're a growing organisation with over 260 dedicated employees working across 19 departments, supported by more than 200 passionate volunteers. As we continue to expand, we're looking for talented individuals who share our vision and values to join our team. If you're inspired by our mission, aligned with our strategic priorities, and committed to making a difference in later life, we'd love to hear from you.

Our recruitment and selection process

To ensure a fair and consistent approach, all candidates must complete our [application form](#) we do not accept CVs. The form is designed to capture key information about your employment history, qualifications, and skills gained through work or education.

We encourage applicants to refer closely to the job description and person specification when completing their application. This helps demonstrate your understanding of the role and how your experience aligns with our requirements. Once the job advert closes, applications are reviewed by the hiring manager for shortlisting. In some cases, applications may be considered before the closing date if we receive a high volume of interest.

Interview Process and Reasonable Adjustments

At Age UK Lincolnshire, we aim to make our interview process as welcoming, fair, and accessible as possible.

If your application is shortlisted, you will be invited to attend an interview, which may be held in person or via video call (Microsoft Teams) depending on the role and circumstances. During the interview, we'll explore your experience, skills, and alignment with our values and the requirements of the role.

We are committed to ensuring that all candidates have equal access to opportunities. If you require any reasonable adjustments to support you during the recruitment or interview process, such as accessible formats, additional time, or alternative arrangements please let us know when you are invited to interview. We will do our best to accommodate your needs.

Job Description

Job title:	Activities Coordinator
Department:	Events and Activities
Location:	Office (36 Park Street, Lincoln, LN1 1UQ) and community based
Hours of work:	25 hours a week
Contract:	Permanent
Responsible to:	Events and Activities Manager
Job purpose:	Working as part of the Events and Activities department, you will be responsible for increasing Age UK Lincolnshire's activity provision for older people in Lincolnshire. The post holder will be expected to facilitate one off events in the community, host awareness events and support older residents in accessing the wide range of activities on offer at our Activity Centre.

Key Responsibilities:

- Actively promote and increase awareness of Age UK Lincolnshire activities and its services within the community, whilst identifying and implementing new opportunities.
- Efficient and effective delivery and development and promotion of community-based events.
- Identify and attend community meetings and events in the community relevant to older people.
- Prepare and deliver presentations on the charity and its services to community groups.
- Consult with older adults and gain an insight into gaps in provision and development opportunities within their locality.
- Signpost or refer older people in to relevant services, activities or support.
- Promote services with a view to increased awareness, participation and custom across all charitable and paid for services.
- Develop and maintain accurate and timely monitoring data using a bespoke platform in order to monitor and report on delivery and outcomes.
- Promote the benefits of volunteering

- Be responsible for ensuring all activities are delivered safely and in line with relevant legislation.
- Work within agreed budgets.
- Maintain an up to date knowledge of local services and projects provided by the organisation.
- Attend regular departmental meetings, providing updates on customer feedback alongside future plans for engagement.
- Maintain appropriate professional relationships with customers and maintain the highest standards of client confidentiality.
- At the heart of our organisation, a “One Team” approach aims to support creative and flexible responses from every member of our workforce to benefit each and every older person using our services; from personal care, support services, befriending, information and advice, retail and fundraising; there is an expectation for everyone to support colleagues beyond their own team.
- Support other departments within Age UK Lincolnshire.
- Carry out all other duties as deemed reasonably appropriate by your Line Manager.
- Respecting confidentiality and working within professional boundaries
- Adhering to Age UK Lincolnshire’s policies & procedures

Person Specification

E	Essential	D	Desirable	A	Application	I	Interview
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Experience

Past experience of presenting to group audiences	E	A/I
Past experience of working in a customer facing environment	E	A
Past experience of working within the voluntary sector	D	A
Good local knowledge of services for older people.	D	A/I

Knowledge

Excellent two-way communication skills with proven ability to communicate effectively both verbally and in writing and liaise effectively with people at all levels and from a variety of cultural backgrounds	E	I
Ability to provide a person-centred approach with individuals, placing them at the centre of the conversation.	E	A/I
Ability to actively encourage others to get involved with their community and promote the benefits of doing so.	E	A/I

Personal Qualities

Well-presented and business like	E	I
Ability to work effectively as part of a team, with the initiative to work alone and take initiative when required.	E	I
Approachable, empathetic, friendly and able to get on and integrate within a team.	E	I
Excellent organiser, proactive and a good time keeper who is creative with their approach	E	I

Education & Qualifications

Good standard of general education, including GCSE grade C or higher in literacy and numeracy or equivalent	E	A/I
Evidence of training and ongoing development	D	A/I

Additional Information

Using your car

It is an essential requirement to have a full UK driving licence with access to your own car. You must provide your driving licence, proof of vehicle insurance with business use and the make, model and colour of your vehicle.

Mileage

We pay 45p per mile up to 10,000 miles and a reduced rate thereafter.

Probation Period

All employees at Age UK Lincolnshire are subject to a six-month probationary period. This allows both you and the organisation time to ensure the role is the right fit, and to provide support and feedback as you settle into your position. During this period, performance, conduct, and overall suitability for the role will be reviewed in line with our policies and values.

DBS (Disclosure & Barring Service)

This post requires an enhanced DBS check (adult's barred list) – check which level and edit accordingly.

Conditions of Employment

- Receipt of two satisfactory references (one must be a professional reference from your current or most recent employer; neither may be related to you)
- Proof of your right to work in the UK (please visit <https://www.gov.uk/prove-right-to-work> to find out what documents we can accept as proof of identity)
- A satisfactory enhanced certificate issued by the Disclosure and Barring Service (please visit <https://www.gov.uk/government/publications/dbs-identity-checking-guidelines/id-checking-guidelines-for-standardenhanced-dbs-check-applications-from-1-july-2021#group-1-primary-identity-documents> to find out what documents we can accept as proof of identity)

To find out more about this role please email HR@ageuklincolnshire.org.uk or call 01522 696 000 and ask to speak to a member of the HR team.