

Assistant 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:	Assistant Coordinator
Department:	Support Services
Location:	Office based – 36 Park Street, Lincoln LN1 1UQ
Hours of work:	27.5 hours per week
Contact:	Permanent
Responsible to:	Support Services Manager
Job purpose:	As an office based Assistant Coordinator for Age UK Lincolnshire, you will be responsible for assisting a team of Services Coordinators and Managers to deliver our highly regarded and well-established Support Services across a wide geographical area of Lincolnshire and North Lincolnshire. In this challenging, busy and highly rewarding Assistant Coordinator role, you will be a key player and integral link between clients and the services provided to them. You will take new referrals, book initial client visits, client service reviews, diary planning for Service Coordinators and be responsible for incoming task and emails to the department. You will undertake various administrative tasks including assisting with coordinating the workforce of Support Workers and Gardeners who work remotely in local communities. You will be an effective communicator, adept at prioritising your workload and communicating effectively with all members of the team to ensure the smooth running of our services and the department.

Key Responsibilities:

- Be the first point of contact for the Support Services Department. Process all client referrals received into the department in a friendly, efficient and timely manner.
- Be responsible for the management of incoming task and email enquiries on a daily basis, ensuring they are actioned in a timely manner.

- Demonstrate a person-centred customer service approach by handling client calls in a proactive, caring, problem-solving way.
- Book initial client referral appointments and ongoing service reviews into Service Coordinators diaries/schedules.
- Maintain effective, timely and clear communication with clients, Service Coordinators and external agencies, to ensure smooth running of the service and to maximise time management of external diary management / appointments and client visit schedules.
- Create and maintain accurate client records and ensure accurate and timely data inputting on the department's IT systems and apps.
- Prepare and produce documentation for client visits and service reviews as and when required.
- Maintain the strictest confidentiality and ensure all Data Protection guidelines are adhered to at all times.
- With consent, liaise with third party providers / agencies involved with a client, ensuring provision of integrated services and positive partnership working wherever possible.
- Apply principles of Adult Safeguarding and act with due regard to the Mental Capacity Act, Equality Act and the Care Act 2014; reporting to senior colleagues where concerns arise.
- Support the department by ensuring uninterrupted service delivery for clients during planned and unplanned staff absence.
- Support the department by providing a seamless provision; managing remote workers' rota's in the event of planned and unplanned client visit cancellations or a change in support needs.
- Support and train remote workers in the use of our apps which are used to schedule and record client visits (no previous experience required).
- Regularly participate in auditing staff visit notes and completed visits and escalate in accordance with departmental procedures.
- Ensure all Age UK Lincolnshire policies and procedures are adhered to and applied in day to day practice
- Work in accordance with Age UK Lincolnshire's Information Governance policy and procedures.
- Liaise with Service Coordinators and Managers to act on feedback, compliments and complaints from clients to ensure an approach of continuous service improvement is maintained.
- Actively assist and promote Age UK Lincolnshire in the growth and development of the Support Service and the organisation as a whole.
- Support the department with marketing/promotional events as and when required.
- Carry out all other duties as deemed reasonably appropriate by your Line Manager.

This job description is not intended to be a complete list of duties and responsibilities, but indicates some of the main areas attached to the post of Assistant Coordinator - Support Services; it may be amended from time to time, to take account of changes in relevant social care and employment Law legislation.

Person Specification

E	Essential	D	Desirable	A	Application	I	Interview
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Experience

Evidence of customer service experience	E	A/I
Experience of working in a busy fast-paced working environment.	E	A/I
Experience of working to time constraints	E	A/I
Experience and understanding of Adult Social Care provisions	D	A/I
Evidence of using IT, common software packages (Outlook, Excel, Word, PowerPoint/Publisher) and databases as an integral part of a role	E	A/I
Evidence of developing good working relations with external and internal customers and organisations	D	A/I
Experience of working with older people	D	A/I

Knowledge

Excellent communicator - 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	A/I
Excellent telephone manner and good customer service skills with experience of a busy switchboard.	E	A/I
Understanding of a person-centred approach.	E	A/I
A good understanding and knowledge of IT, common software packages (Outlook, Excel, Word, PowerPoint/Publisher) and databases including data inputting	E	A/I
Knowledge and understanding of the issues surrounding customer confidentiality	E	I
Awareness of the function of Age UK Lincolnshire services and support	D	A/I
Understanding and appreciation of the needs of older people and persons at risk	D	A/I
Good local knowledge of services for older people	D	A/I
Knowledge and understanding of Adult Social Care provisions	D	A/I
Awareness of industry related legislation (e.g. Mental Capacity Act, Equality Act; Care Act 2014)	D	A/I
Knowledge of CQC's Fundamental Standards & Regulations	D	A/I

Education & Qualifications

Good standard of general education.	E	A/I
Willing to undertake appropriate training and development; remaining compliant at all times	E	A/I
Evidence of training and ongoing development	D	A/I

Personal Qualities

Friendly and caring with well-developed listening skills	E	I
Well-presented, articulate and business like	E	I
Enthusiastic, hardworking and adaptable	E	I
Ability to work effectively as part of a team, with the initiative to work alone when required	E	A/I
Willing to accept instruction and responsibility	E	A/I
Excellent organisational skills and good time keeper	E	A/I
Flexible approach, enthusiastic and outgoing	E	A/I

Additional Information

Flexibility

Ability to work flexibly to suit business needs – very occasional out of hours work or additional hours to meet the needs of the service.

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 a satisfactory Basic DBS check.

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.