

Job pack

Activity Service Officer



Our Activity Service

The Activity Service is an important part of our organisation, delivering high quality activities to the older people of Merton. Our Activity team create and deliver a wide range of activities such as, crafting, poetry, singing, quizzes and bingo held at centre in Mitcham, along with exercises in the centre and in other locations across the borough of Merton.

The Activity service is busy and vibrant where no two days are the same, the service has over 10,000 attendees a year, taking part in over 700 activities and exercise classes. The service enables our community to live more healthily, happily and independently in later life.

Age UK Merton is its third year of the 3-year Strategic Plan, which aims to increase outreach and engagement across the borough, and our activities programme is a very important part of that.

About the Role

We are recruiting an energetic and enthusiastic officer to join our Activity Service to support the older people who attend our range of activities, taking bookings and payments, answering queries in person, over the phone and email.

This role will also support the team to deliver activities and exercises to our community of older people.

The role is the first point of contact for a wide variety of people and therefore you will need the skills to be warm and welcoming, a strong communicator and able to respond professionally to anyone coming into the centre, including people with communication difficulties.

An important part of the role will be working alongside the Activity officer to develop and streamline our existing booking process, as we implement a new online presence for bookings for our activities.

About you

You are a positive, dynamic individual, who is excited to be joining a team which has a focus on the success of delivering new activities and being part of service innovation that will meet the needs of our changing older adult population.

You have exceptional customer service skills, with good listening skills, can think on your feet and a problem solver who brings solutions to situations which arise. You are empathetic and kind and exhibits our values every day.

You are confident with IT and has a significantly high level of attention to detail; particularly in terms of data capture and record keeping using our CRM system. You will be someone who can cover all administrative duties, from bookings, cancellations, and cash handling.

Experience of reviewing and implementing new processes is not essential, we are looking for someone who can use existing transferable skills and related experiences such as running a successful project involving change.

You are someone who works well as part of a team and ready to step in and support fellow team members and the wider staff team at Age UK Merton and in turn will have the support of an inclusive, forward-thinking and passionate team around you.

Job Description

We are an equal opportunities employer, aspiring to reflect the communities that we serve, and we welcome applications from people of all backgrounds and experiences. We value diversity and believe our differences enrich the services we provide to local older adults. They also help us as colleagues by encouraging us to challenge ourselves, learn, innovate, and adapt.

Job title: Activity Centre Officer

Salary: £27k- £30k pro rata

Hours: 21 hours per week to be split over Wednesday, Thursday and Friday ideally 8.30-4pm.

Based at: Elmwood Centre, 277 London Road, Mitcham CR4 3NT with travel across the borough of Merton

Contract: 12-month fixed term contract

Key result areas:

Based in our reception area in our centre in Mitcham this role will be the first port of call for all clients contacting the Activity Service, providing a warm and professional welcome to all who contact the service and carry out general administrative functions that support the smooth running of the Activity service.

General Duties

- To deal with day-to-day enquiries coming into the centre directly and to take clear messages for the Activity Centre Team when needed.
- Welcome all visitors to the Centre in person, responding to ad hoc queries and confidently sign post to other services where required.
- To take all direct phone calls and those transferred internally to the Activity Service and respond appropriately.
- To be responsible for Activity Service voicemail.
- Responsible for all Activity Centre bookings.
- To record all client information and communication on our database Charity Log, always adhering to our Data Protection Policy.
- To book appointments, take payment and maintain registers for activities and our footcare service using our CRM database.
- To keep the reception area clean and tidy and organized.
- To keep information in reception attractive, relevant, and up to date.
- To greet visitors and volunteers to Age UK Merton.

Team Working

- Attend Activity Service Team meetings.
- To support the wider activities programme when needed.
- To liaise with the Activity Service Coordinator and Manager regarding annual leave cover arrangements and lunch cover rota.
- To work collaboratively with colleagues and volunteers.

Communications

- To be the key point of liaison for all clients accessing the Activity Service.
- To support the promotion of the organisation, services, activities, and events.
- To contact clients when there are changes to the regular classes.
- Keep up to date with What's On programme and the Activity Service changes.
- Actively promote our activities program and services to clients.
- To send letters to new footcare clients with information about their first visit, and to call footcare clients to remind them of their appointments.

Office Administration

- Ensure all Activity Service attendance is up to date.
- To support mailings and distribution of Age UK Merton materials.
- To deal with and record cancellations and refunds.
- Cashing up and banking support for the Activity Service Team.
- To record client details, actions, and outcomes accurately on the CRM database.

Organisational Duties

- Work closely with other members of the Age UK Merton team to ensure effective working.
- Work in line with the relevant Policies and Procedures as relevant to the role, particularly data protection and confidentiality.
- Ensure that Age UK Merton's Equal Opportunities policies, principles and practices are observed and implemented throughout service delivery.
- Participate in 1-1's, Activity Service Team meetings, All Staff team meetings, and the appraisal system.
- Be aware of own training needs and attend relevant training as agreed with line manager.
- Keep up to date on all Age UK Merton mandatory training.
- Act as a representative of the values, beliefs, and principles of AUKM at all times.
- Undertake any other duties that are requested and that are commensurate with the grade and remit of the post.

Person Specification

Job title: Activity Service Officer	Criteria
Experience	
Administrative experience, including record keeping and using CRM databases.	Essential
Working as part of a team.	Essential
Working in the health, social care sector and or voluntary sector organisations.	Desirable
Experience of working with older people and their carers.	Desirable
Experience of reviewing and updating admin processes.	Desirable
Experience of online booking websites such as Eventbrite.	Desirable
Delivery of face-to-face activities.	Desirable
Knowledge and skills	Desirable
Knowledge of local services in Merton.	Essential
Ability to deal with problems in a practical and solution focused way.	Essential
Excellent interpersonal skills and proven ability to develop effective working relationships with a range of organisations and users of the service.	Essential
Highly organised with excellent attention to detail and professional manner.	Essential
Understanding of the challenges faced by older people in accessing activities in later life.	Essential
Willingness to undertake and update knowledge and skills with training.	Essential
Ability to organise your own work without direct supervision and to be able to demonstrate initiative.	Essential
Excellent planning, organisational and time management skills.	Essential
Excellent IT skills particularly Microsoft 365.	Essential
Ability to use a CRM database system.	Essential
Experience of signposting people to relevant information and advice.	Desirable
Excellent written and spoken communication skills with the ability to communicate in a variety of ways for different audiences.	Essential
Other requirements	Essential
Ability to demonstrate personal and professional empathy and commitment to Age UK Merton's mission, vision and values as they apply to the role/ work.	Essential
To be committed to the principles of equality, diversity and inclusion.	Essential
An enhanced DBS check will be required as part of this role.	Essential
Undertake safeguarding training.	Essential

How to Apply

Send your **CV and a covering letter** outlining your skills and experience in relation to the Job Description and Person Specification above to caroline@ageukmerton.org.uk

Your CV should be no more than two sides and the covering letter no more than one side.

Please inform us by emailing caroline@ageukmerton.org.uk of any reasonable adjustments we can make to support you through our recruitment process.

The closing date for applications is the 13th of July and interviews will be held on Wednesday the 23rd of July in person at our office in Mitcham.

If you have not heard from us by this date, you can assume that you have not been shortlisted.

General information about Age UK Merton

Age UK Merton is an independent charity operating within the national Age UK network to provide services for older adults in the London Borough of Merton. Our role is to ensure that older adults can easily access the support, services and care they need as they get older.

Our Priorities

We are passionate about making a difference to the lives of older people in Merton. Our Strategic Plan outlines our three key priorities to improve health and wellbeing by:

1. Providing high quality advice and practical support
2. Building social connection
3. Creating opportunities for lifelong active ageing

Our Vision

Supporting our community with opportunities to love later life

Our Mission

To provide quality advice and services that meet the needs of older adults in Merton.

Our Values

We want to be known for:

Inclusivity – A safe, inclusive place to be for all clients, volunteers and staff

Collaboration – Working with partners across sectors to get the best outcomes for Merton's older adults

Integrity – Robust privacy and confidentiality procedures - trusted staff and volunteers

Kindness – A supportive, empathic place to work, volunteer or receive support

Quality – Providing accredited, person-centred services, respected throughout the borough

Check out our website here: <https://www.ageuk.org.uk/merton/>