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**Job pack**

Office Co-ordinator

**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. We ensure that older adults can access the advice, and support they need to connect to their communities and thrive in later life.

We work in partnership with local charities, health and care organisations to deliver a comprehensive range of holistic, practical and social support services to over 3,000 older adults each year - a figure which has increased by 36% since 2016, and by a further 53% in 2020 as a result of Covid-19. Each service is person-centred and carefully tailored to meet the diverse, complex needs of older adults across Merton.

**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**

A borough where everyone can love later life

**Our mission**

To make Merton a great place to grow old

**Our values**

We want to be known for:

**Accessibility** – The go to place for people to ask us anything about later life

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

**Dynamism** – An organisation prepared to innovate, take risks and provide solutions

**Impact** – Empowering people and organisations to make a positive, tangible difference

**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

**Sustainability** – Able to attract funding, generate income from diverse sources and maximise resources efficiently

**Our delivery plan**

To deliver against these priorities Age UK Merton has strong operational building blocks and performance management systems to create the right environment, internally and externally, for us to ensure our services are high quality and high impact.

**Our future**

Age UK Merton is at an exciting, transformational time having cemented our strong reputation through our award-winning work during the Covid-19 pandemic. The organisation is primed to build on existing relationships across health, care and voluntary sectors to meet the complex needs of older people over the next five years.

To build on this platform, the organisation is implementing a new structure to help build sustainable growth, improve service quality and innovate to respond to the needs of older adults and our partners.

This is an exciting time to join the organisation at a period of growth in size and reputation and an opportunity to be at the heart of Merton’s ongoing response to the impact of Covid-19.

**How to apply**

Send your CV and a covering letter (2 sides max) outlining your skills and experience in relation to the Job Description and Person Specification.

Please ensure that your covering letter demonstrates how your experience‚ skills and abilities meet the selection criteria set out in the Job Description and Person Specification. **Applications submitted without a personal statement will be rejected.** Please also ensure you complete the equal opportunities monitoring section at the end of your application form.

Please inform us of any reasonable adjustments we can make to support you through our recruitment process.

**Completed applications should be returned to us by noon 7th January 2022.** Applications received after that time will not normally be considered for short listing. Completed applications must be sent to Anand@ageukmerton.org.ukensuring you clearly identify in the email the post you are applying for.

**Interview Process**

Interviews will take place week commencing **11th January 2022** in person at the Elmwood Centre, 277 London Road, Mitcham, CR4 3NT.

**Job Description**

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| **Job Description:** | **Office Co-ordinator** |
| **Reports to:** | **Chief Executive**  |
| **Hours:** | **37.5 hours a week** |
| **Contract:** | **Permanent** |
| **Salary:** | **£25k - £29k** |
| **Location:** | **277 London Road, Mitcham, CR4 3NT** |

**Purpose of role**

* To oversee the operational management of the systems, processes and facility, ensuring that Age UK Merton runs efficiently and safely
* To provide administrative support to ensure the efficient management of Age UK Merton’s systems, processes and facilities
* To generate income for the organisation through the promotion and administration of room hire
* To support the production of marketing materials, update the website and social media channels

**Key responsibilities**

**Operations**

* To co-ordinate service contracts for utilities, IT, communications, office supplies, printing/copying ensuring that the Charity has adequate resources to deliver it services
* To ensure that office and premises costs are in line with budget, finding savings where possible
* To conduct regular building and equipment checks, managing repairs and maintenance through in-house volunteer handymen or contractors
* To control stock levels and purchases for stationery and general supplies, as well as those to support activities
* To open and distribute mail
* To support with filing and administration tasks as required
* To keep the stationery cupboard organised
* To administer mail outs to clients including invoices
* To add address labels to the Age UK guides
* Cashing up and banking support across the organisation
* To conduct regular building and equipment checks, arranging repairs and maintenance as required
* Setting Health and Safety standards for staff and volunteers to follow on Age UK Merton premises, including acting as Fire Marshall
* Support the Chief Executive to develop and update Age UK Merton’s policies and procedures in line with review dates and updates to relevant legislation
* To administer Disclosure and Barring Service checks for new employees
* To support staff recruitment through online marketing, social media etc.
* Support HR admin processes
* To manage induction and agreements for new room hire customers and ensure accurate reporting on usage for finance department
* Where necessary provide cover for Front of House
* Attend staff and Trustee meetings providing administrative support and note taking

**Fundraising, Awareness & Communications**

* To support the production of marketing materials and information about our services in print, website, social media etc.
* To provide administrative support to fundraising activities
* To organize distribution of Age UK Merton service materials throughout Merton, particularly to settings where older people may present
* To promote external room hire opportunities
* To support the delivery of Age UK Merton’s events programme in collaboration with other staff

**General**

* Comply at all times with the policies and procedures of Age UK Merton
* Ensure that Age UK Merton’s Equal Opportunities policies, principles and practices are observed and implemented throughout service delivery
* Carry out any other relevant tasks as required, to ensure the effective development of the organisation and the delivery of its services
* Attend staff meetings & personal supervision and appraisal meetings
* Be aware of own training needs and participate in training/education to improve performance considered relevant to the post & to achieve agreed targets
* Act as a representative of the values, beliefs and principles of AUKM at all times
* Undertake any other duties that are requested and commensurate with the grade and remit of the post

**Person specification**

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| Job title: Office Co-ordinator  | Criteria |
| **Education and Training** |  |
| Good standard of education including English and Maths and willingness to undertake training and continuing professional development | Essential |
| **Experience** |  |
| Providing admin support to multi-functional teams | Essential |
| Co-ordinating office / operations including facility, systems and contracts | Essential |
| Using customer relationship management systems for record keeping | Essential |
| Working as part of a team  | Essential |
| Writing content for marketing, website & social media | Desirable |
| Acting as Health & Safety Officer | Desirable |
| **Abilities and competencies** |  |
| Excellent written and spoken communication skills. The ability to communicate in a variety of ways for different audiences | Essential |
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| Ability to prioritise workload and work systematically | Essential |
| Ability to manage budgets and identify savings | Desirable |
| Good understanding of issues for older people and their carers | Desirable |
| Excellent IT skills, including fast, accurate data entry, Microsoft Office, and CRM systems | Essential |
| Ability to work without direct supervision and demonstrate initiative | Essential |
| **Our corporate values** |  |
| Ability to demonstrate personal/professional empathy with, and commitment to corporate values  | Essential |
| To be committed to and understand the values of Age UK Merton values as they apply to your role and the work you do | Essential |
| To be committed to the principles of equal opportunities and diversity | Essential |