

**Job Description**

**Crawley Activities Coordinator**

**Responsible to:** Crawley Activities Manager

**Responsible for:** Members, volunteers and visitors

**Hours:** 24 hours per week Monday to Wednesday & Friday

**Main purpose of job:**

To assist the Crawley Activities Manager in the smooth operation of the centre and

community clubs including deputising in their absence.

To assist the Crawley Activities Manager to develop the activity programmes for the

centre and community clubs.

To oversee administration and assist with Health and Safety management.

To lead volunteer recruitment, training and support.

**Main Duties:**

1. To assist the Crawley Activities Manager with the daily operation of the centre and community clubs and deputise in her absence. Duties will include supervision of team members and volunteers; assisting members with activities and lunches; carrying out administration and daily cash handling.
2. To assist the Crawley Activities Manager to develop memberships for both centre and community clubs to achieve income targets.
3. To assist the Crawley Activities Manager to develop appropriate activity programmes for the centre and community clubs in line with usage and trends; support instructors and team members to ensure activities are run professionally and efficiently.
4. To develop community based clubs.
5. To monitor the usage and quality of all activities and clubs, record statistics and report to Crawley Activities Manager
6. To actively engage with members and encourage participation in activities; listen to and record members’ feedback.
7. To supervise team members and volunteers.
8. To act as activity leader for centre sessions and community clubs.
9. To take lead responsibility for volunteer recruitment, training, support and meetings.
10. To assist the Crawley Activities Manager to develop hiring’s of the centre to increase income.
11. To assist the Crawley Activities Manager to develop the centre therapy room to ensure member services, ie chiropody and beauty therapy, provide a friendly and professional service whilst producing a consistent income stream.
12. To assist the Crawley Activities Manager to promote the centre services in an effective and creative way in the local communities.
13. To assist the Crawley Activities Manager to organise fundraising for the centre and community clubs to achieve targeted income; actively take part in events.
14. To work in partnership with other voluntary sector and older people’s organisations where appropriate; attend meetings, network, share ideas and resources to develop centre services.
15. To act as a project manager as requested.
16. To act as a First Aider and Fire Marshall, and be a key holder and on alarm call-out list for centre.
17. To assist the Crawley Activities Manager with the management of Health and Safety for the centre and community clubs.
18. To comply with processes and policies of the centre in line with Age UK West Sussex’s management systems.
19. To attend training and meetings as arranged with the Crawley Activities Manager.
20. To work extra hours to cover for the Crawley Activities Manager and other team members during periods of absence.
21. Undertake any other duties appropriate within the role as may be reasonably required by the Crawley Activities Manager.

Job Description agreed by:

|  |  |
| --- | --- |
| Post holder (Print name): |  |
| Signature: |  |
| Date: |  |
| Centre Manager: | Christine Saunders |
| Date: |  |
| Head of Community Activities: | Gary Hardley |
| Signature: |  |
| Date: |  |

**Person specification for Crawley Activities Coordinator**

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|  | **Essential** | **Desirable** |
| **Knowledge:** | Experience of working with older people |  |
| **Experience:** | Comparable operational management in a similar ‘people’ business or environmentAdministration experienceHealth and Safety managementTeam supervisionPromotion of service | Catering experience and understanding of Food RegulationsTeam trainingPartnership working with voluntary and charitable sector organisationsWorking with volunteers |
| **Skills and Abilities:** | Common sense and a practical approach to problem solvingGood organisational skillsGood numerical skillsAble to use Microsoft Office competentlyKnowledge of using databasesAble to handle cash accuratelyGood communications skills, both verbally and in writingAble to work independently and use initiativeAble to remain calm when faced with challenging situationsUnderstanding of promoting independence for older peopleUnderstanding the needs for dignity, privacy and respect of older people |  |
| **Personal Qualities:** | Commitment to equalitiesEmpathy with older peopleAbility to relate well to people from a wide range of backgrounds |  |
| **Any other factors:** | Be physically fit to move tables, chairs and equipment plus able to deliver gentle exercise classesBe confident to lock up centre as requiredBe a car driver with available carPossess full driving licence and be willing to drive the minibus if requiredWilling to undertake appropriate trainingWilling to organise and attend membership, fundraising and community networking events; may include evening or weekendsWilling to work flexibly to meet the needs of the service including working extra hours to cover the manager and team members during absence |  |