



Job pack

Activity Service Coordinator



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 including a daily lunch club, crafting, poetry, singing and exercises at our centre in Mitcham and 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 in its second year of a new 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 Activity Coordinator to support the Activity Service Manager in the delivery and development of the Activity service.

The Activities Coordinator will be a hands-on role, working with the team to deliver a wide range of activities both existing and new at our centre and across the borough of Merton.

The role will play a key part in organising the delivery of existing activities, ensuring they are delivered to an exceptional standard with the service users at the heart of the service.

The role will on occasion deputise for the Activities Service manager, overseeing both the team and the delivery of activities. This role will play an important part to increase our outreach across Merton.

About You

You are an enthusiastic, motivated and organised person with excellent people skills who's looking for a role where real impact is made on the lives of the people you are supporting. Your approach to problems is with a positive outlook and a can-do attitude, you are ready to get involved in the delivery of the service, leading by example and spending time connecting and supporting the clients who attend the activities.

Experience of supporting older people in a health and social care function is not essential but desirable. What is important is your ability to work as part of a team but also using your initiative, being flexible and collaborative across the team at Age UK Merton. All our employees demonstrate our values of Quality, Integrity, Kindness, Inclusivity and Collaboration, and you will see this reflected throughout the people who make Age UK a wonderful place to work.

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 Coordinator

Salary: £28,000 - £31,500 per year

Hours: Full time 37.5 hours per week

Responsible to: Activity Service Manager

Based at: Elmwood Centre in Mitcham and various locations across Merton. This role requires the delivery of activities in person at our centre.

Contract: Permanent

Key Result areas

- Innovate, develop, and deliver a wide range of new and existing activities for service users.
- Encourage clients to attend and participate in a range of activities
- Welcome all clients who attend the activity centre and enable them to engage in activities.
- Deputizing for the Activity Centre Manager.
- Create and collate feedback from service users.
- Identify and develop existing volunteer roles within the Activity Service.
- Work collaboratively with other Age UK Merton Services and teams to provide help and advice to clients who are identified as needing additional support.
- Building strong collaborative relationships with external partners who deliver exercise classes.

Organisation and Coordination of Activities

- To organise the delivery of all activities and exercise classes in the centre.
- To be actively involved in the ongoing development and design new activities held across the borough.
- To support the planning and development of Age UK Merton's quarterly activity guide to include all events at Age UK Merton.
- To plan and coordinate the distribution of the activity guide across the borough.
- To encourage the attendance of activities to new and existing clients.

Volunteers

- Working with the Volunteer Service identify and develop roles and responsibilities of volunteers who support the Activity team.
- To coordinate and organise the team of volunteers who support the Activity service.

Administrative Duties

- Responsible for daily banking and reconciliation of cash for all activities.
- Introduce new ways to pay for activities such as online bookings.
- Take bookings for all activities and input details on to the CRM.
- Answer telephone enquiries for the Activity centre.
- Greet all clients and volunteers attending the Activity centre.

Data Capture, Evaluation and Reporting.

- Respond to feedback and suggestions from clients to develop activities.
- Keep records up to date on the CRM for attendees of all activities.
- Working with the Activity Service Manager to expand the delivery of activities into areas of the borough not currently served.
- Working with the Activity Manager to develop client feedback opportunities.
- Support the Activity Manager to identify and write up case studies for funding applications.
- Use the CRM to run reports to support funding bids and reporting.

General

- Establish good working relationships with all relevant stakeholders and liaise as required. 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, this may include supporting weekend and out of hours events for time off in lieu.
- Attend staff meetings and personal supervision and appraisal meetings.
- Be aware of own training needs and participate in training/education to improve performance considered relevant to the post and 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

Job title: Activity Service Coordinator	Criteria
Experience	
Delivery of face-to-face activities.	Essential
Working in the health, social care sector and or voluntary sector organisations.	Desirable
Working as part of a team.	Essential
Developing relationships with partner organisations.	Desirable
Supervisory/Line Management experience.	Desirable
Experience of running grant based funded projects.	Essential
Experience of coordinating volunteers.	Desirable
Knowledge and skills	
Knowledge of local services in Merton.	Desirable
Ability to deal with problems in a practical and solution focused way.	
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.	Desirable
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
Ability to lead a team.	Essential
Excellent planning, organisational and time management skills.	Essential
Excellent IT skills particularly Microsoft 365.	Essential
Ability to use a CRM database system.	Essential
Other requirements	
Ability to demonstrate personal/ professional empathy with, 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 21st of October.

Interviews will take place in our offices in Mitcham the week of the 28th of October. 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/>