

JOB DESCRIPTION

Post:	Adventures Coordinator
Remuneration:	£31,008 per annum (pro-rata 0.5 FTE actual £15,504 per annum)
Contract:	Permanent
Hours:	18.75 hours per week, flexible days/hours, hybrid office/home working
Location:	Dementia Adventure, Unit 11, Old Park Farm, Ford End, Essex, CM3 1LN
Responsible to:	Head of Adventures

[Dementia Adventure](#) is a multi-award-winning national charity established in 2009. We think differently about dementia. We look at what people can do, not what they can't. We believe that with the right support, everyone with dementia can get outdoors, experience the well-being benefits of nature and enjoy more active and fulfilled lives. We provide supported dementia holidays (Adventures) and dementia training for family and friends, professionals and organisations.

Our vision: A more active and fulfilled life for everyone living with dementia.

Our mission: Supporting people with dementia to get outdoors and experience the benefits of nature.

Values: Positivity, Care, Connection, Empowerment, Inclusivity.

Purpose of the role: This is a great opportunity for someone to join our positive and inspiring team, based in a beautiful semi-rural location, and become part of a growing national charity that supports people living with dementia to have a more active and fulfilled life through activity outdoors and engagement with nature.

You will contribute to the further development of our successfully supported Adventures programme by assisting in the coordination of the Adventure holidays and outdoor activities programme for people living with dementia and their family carers, in support of Dementia Adventure's charitable mission and objectives. You will ensure efficient and effective day-to-day practical coordination and office support for the Adventures Department working closely with the Head of Adventures and colleagues in that department, the Volunteer Coordination Team and Volunteers. The role will support the expansion of the range, diversity and availability of holidays in line with the Strategic Framework and Adventures delivery plan.

Main Duties and Responsibilities:

Delivering high-quality supported dementia holidays for people living with dementia and their family carers requires highly detailed and practical preparation and support both before and after the holiday. The post holder will be required to:

- Deal carefully with our holiday booking process
- Complete forms with new clients and maintain and update returning client forms
- Ensure essential details are copied across to other documentation such as holiday summary forms
- Send confirmations out to clients and send and track invoices
- Check payments have been made within the time frame required and handle cancellations
- Make bookings for activities on each holiday well in advance and according to the holiday itineraries

- Write and/or update holiday manuals so that Adventure Leaders and volunteers have accurate information
- Place online food orders for holidays that do not include catered meals
- Support the Head of Adventures to manage and run briefing and debriefing sessions for each holiday, making sure the pre-holiday task list is complete and learning from the holiday is captured for improvement and impact measurement
- Communicate with and support clients with their requirements such as logistics, travel arrangements, payments and support needs
- Work with the Volunteers Coordinators to ensure a bank of fully trained volunteers that can be appropriately matched to the needs of the holiday clients
- Work with holiday suppliers to identify and meet their training and support needs and ensure that they have the best provisions in place for our clients including insurance cover, risk/benefit assessments and the best financial deal in place for the charity
- Maintain records using software such as Xero, Dext, our Customer Relationship Management system (CRM) and Google and Microsoft services
- Support financial administration for the budget for the holidays, ensuring income and expenditure are tracked effectively and that the holidays are delivered within budget
- Assist with risk-benefit assessments of all Adventures and outdoor activities
- Assess risk and respond appropriately, acting in the interests of the safety and enjoyment of Adventure Leaders, volunteers and clients at all times
- Maintain client confidentiality throughout the process
- Support the Head of Adventures in strategic planning in line with the organisation's aims and specifically to help expand our reach, diversity and accessibility
- Support plans to automate further the processes involved in our holidays including holiday feedback to make it as easy as possible to compile the various reports required both internally and externally
- Gather and report on impact measurement data; qualitative, quantitative and financial, monthly for the Head of Adventures.

General

- Contribute to regular Safeguarding and Health & Safety policy reviews
- Support the Head of Adventures to manage the MOT and servicing of the two Dementia Adventure vehicles kept at Ford End
- Carry out the above and any other duties commensurate with the role, agreed with the Head of Adventures, in a manner which actively supports and promotes organisational aims and policies
- Work to the best of your ability and act in the best interest of Dementia Adventure.

PERSON SPECIFICATION

The post holder should be able to demonstrate **experience** and **skills** in each of the following areas:

Communication

- Excellent interpersonal skills
- Reliable, flexible, caring and empathetic communicator
- Act as an advocate for people living with dementia
- Awareness and sensitivity of the issues faced by people living with dementia and their carers would be beneficial but not essential
- Able to prepare and present both written and oral reports to a high standard
- To be comfortable asking and discussing some very personal matters over the phone.

Planning and self-discipline

- Highly organised, able to plan and be responsible for own workload, set up and maintain effective systems for the management of your work and time
- Skilled and experienced in organisational and logistical planning with good attention to detail
- Able to problem-solve and work well under pressure

Awareness-raising and promotional skills

- Able to articulate the benefits of Dementia Adventure holidays to potential clients
- Able to support customers face-to-face, over the phone, and via email if required

Team Working

- Enjoys working collaboratively as part of a small, non-hierarchical team
- Pro-active, self-motivated and with a can-do attitude

Information & Communication Technology

- Good IT skills including Google and Microsoft services. Digital communication and Customer Relationship Management (CRM) tools are desirable, although training will be provided

Monitoring and Evaluation

- Effectively gather and collate monitoring data for Social Impact Reporting

Marketing and promotion

- Familiar with a range of marketing and promotion methods including social media

Personal Attributes

- Passion and commitment to the aims and ethos of Dementia Adventure
- Experience in a client-facing role in either Health care or Social work or similar would be desirable
- Able to think creatively to solve problems
- Awareness of and sensitivity to the needs and issues faced by people living with dementia and their carers, with the ability to advocate for their needs
- A high level of practical and organisational skills
- Determined, driven and goal-orientated
- Caring, empathetic and patient. A sense of humour

Other

- A reliable car and a clean (or near-clean) driving licence are essential.
- Knowledge and experience in safeguarding vulnerable adults would be beneficial but not essential
- Knowledge and experience in health & safety requirements would be beneficial but not essential
- Demonstrable commitment to the ethos of equality, diversity and inclusion

Equality, Diversity and Inclusion: Dementia Adventure is committed to equality, diversity and inclusion, and is keen to ensure that anyone who comes into contact with the organisation and its services is treated with warmth, dignity and respect irrespective of who they are and what protected characteristics they may have. We are an equal opportunities employer and encourage applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation or age.

Benefits Package: Statutory annual leave entitlement (25 days plus 8 bank holidays FTE pro rata), rising by one extra day per 12 months of employment up to a maximum of 30 days, pro rata. Flexible working arrangements, contributory work-based pension scheme. We also offer a wider range of other staff-related benefits.

Please let us know if you will require any special provisions should you be called for an interview.