



JOB DESCRIPTION

Job Title: Centre and Activities Coordinator

Responsible to: Project Managers and Centre Director

Responsible for: Supporting the Centre Receptionist and volunteer receptionists and administrators.
Coordinating the centre caretaker and cleaner

Hours: 35 hours per week (including one Saturday a month 9-4)

Occasional evening and weekend work in addition to one Saturday a month is required in this post

MAIN PURPOSE OF THE ROLE

The Centre and Activities Coordinator is a core post at Abbey Community Centre. An interesting, challenging and varied role, working with a diverse range of local people, volunteers and stakeholders. The role is pivotal to the smooth operational and successful day-to-day running of our award winning, busy vibrant community centre.

The primary purpose of this role is to coordinate the centre and its programme of activities for local people to support their health and wellbeing and improve quality of life. These currently include a community time, skills and interests exchange (CTC), an older men's activities project (CHAPS), learning sessions for over 65's to help them get and stay confidentially on line, (Tech Buddies) early evening and weekend intergenerational activities, (Neighbours 2 Friends) and a Saturday pop up café (Abbey's Café).

In addition to the daily coordination of the centre and its activities you will be responsible for the delivery of effective reception and administrative systems within the organisation. The post holder will work with all centre staff to manage and develop the resources, activities and projects of Abbey Community Centre, in order to best meet the need and aspirations of the local community.

Working with a highly skilled staff team, you will be well supported, and managed and training and professional development will be encouraged.

MAIN RESPONSIBILITIES

Project and Activities Programme Coordination – supported by Activity Delivery & Engagement Workers & Project Managers

- Initiate & coordinate a diverse weekly programme of activities and events for the local community, particularly those over 50
- Ensure activities are organised and delivered to best meet the needs and aspirations of our local community and the outcomes and requirements of our centre and its various funders
- Develop and maintain collaborative working relationships with existing and new external providers of activities to strengthen our programme and ensure a rich diversity of interest-based activities and social groups
- Proactively adjust planning and programmes as required by new funding streams and/or providers

- Recruit, develop and maintain a bank of activity sessional workers and tutors enabling good collaborative relationships with them
- General administration to support the smooth running of projects, for example routinely updating databases
- Ensuring that all evaluation and monitoring materials and statistics relating to projects are routinely distributed, collected, and inputted. Encouraging and collecting regular feedback from participants and volunteers. Includes collecting photographs of activities, quotes, stories and case studies for project reporting and publicity
- Regularly collecting and compiling feedback on centre activities/events and consulting the community to improve and develop services

Project specific responsibilities:

Community Time Camden (CTC) – a local time, skills and interests exchange:

- Led by members' and participants own interests supporting members to run small group activities
- Development of a programme which helps promote members wellbeing, by increasing their confidence and level of social interaction
- Ensure groups are inclusive and friendly to new members

CHAPS -Older Men's Project:

- With the Activity Delivery and Engagement Worker design a varied programme to appeal to this harder to reach group, proactively identifying new opportunities
- Support the Activities Worker with the smooth day to day delivery of this project

Neighbours 2 Friends (N2F):

- With the Activity Delivery and Engagement Worker design a varied programme to appeal to members of all ages but with a focus on those over 50
- Creatively explore opportunities in the early evening, weekend and off site for groups to enjoy

Abbey's Saturday Café:

- Coordinate the logistics of the Saturday café and activities to enable a smooth delivery by the kitchen lead, weekend staff and volunteers. Being Lead worker one Saturday a month
- Liaise with the kitchen lead, ensuring they are meeting required food hygiene standards and running the kitchen in an inclusive and supportive environment for the volunteers
- Recruit, train and motivate volunteers, working with local partners to promote this volunteering opportunity
- Coordinate the volunteer rota (front of house and kitchen) to ensure a smooth and effective service
- Liaise with Felix Project and any other providers
- Promote the café to the wider public
- Manage the weekly takings and associated finance and administration of this project
- Coordinate ad hoc events with partners such as Restart

Staff support and supervision

- Support and supervise the centre's Activity Delivery & Engagement Workers on a day-to-day basis. Ensuring that key tasks are identified, understood, and effectively completed
- To be responsible for the effective work of the centre's receptionist, caretaker, and contract cleaner. Ensuring that key tasks are completed, and caretaking cover is in place as required

Volunteer Coordination

- Identify and develop volunteer roles to support the running and activities of our centre. Recruit, train, develop, manage and encourage volunteers
- Organise regular volunteer 'thank-you' and recognition events
- Delegate tasks as appropriate to volunteers, and coordinate volunteer rotas. Ensuring that there are always sufficient, appropriate and varied tasks for volunteers to complete

- To assist as required with personnel related issues for volunteers including obtaining references, placing advertisements, arranging interviews, inductions, training, etc.
- Ensure all volunteers adhere to policies and procedures in line with good practice and data protection

Centre Coordination- supported by reception and project manager

- To be responsible with centre reception for quality customer services; assisting with centre users, tutors, visitors, contractors and other stakeholders
- To be responsible for organising and managing reception to ensure that it is always covered and an efficient, effective and helpful central information point for staff, volunteers, centre users and visitors
- To be welcoming, proactive and inclusive to a diverse and interesting range of centre users. Occasionally dealing sensitively and appropriately with complex and challenging issues that may present
- Ensure that the building remains health & safety compliant, dealing with all contractors and is a safe, clean and pleasant environment for centre staff, users and visitors through daily and weekly checks
- To liaise with Camden council regarding building maintenance; raising issues as they occur and ensuring the work is carried out. Keeping all paper and electronic records in line with requirements
- To maintain a good working relationship with Camden Property Management team and other contractors
- To lead on the annual health and safety inspection and arranging PACT testing as required
- To lead on fire safety; ensuring fire records are accurately maintained and weekly checks occur
- To lead on supplier management, including researching contracts and services as appropriate to ensure best value for money e.g. centre insurance, electricity provider
- To ensure that all centre policies are being followed and proactively put in to practice such as health and safety and equal opportunities
- To ensure that all centre equipment and resources are maintained and updated regularly, maintaining the centres asset register
- To manage the invoicing and petty cash for the centre and its activities

Centre Room Hire

- To manage the centre's room bookings and administration systems – one-off or long term, ensuring the related electronic calendars are up to date
- To ensure room booking agreements are understood, signed and adhered to and all rooms are left fit for purpose
- Identify opportunities and proactively seek to increase the centre's income from room hire
- Maintain strong working relationships with those booking rooms, particularly those with regular bookings including the centre's own project delivery and engagement workers; and community groups who are based in the centre such as the HENNA Asian Women's Group
- Ensure room bookings are balanced so the centre's own existing and planned activities are supported with sufficient slots whilst still enabling opportunities for room hire at times attractive to external activity providers and other organisations
- Receive room hire payments, provide receipts, generate invoices as necessary
- To ensure the rentals spreadsheet is kept up to date with accurate data entry

General Duties

- To be a participatory staff team member of Abbey Community Centre. Positively contributing to the overall work of ACC through effective team work and relationships, ensuring a cohesive delivery approach
- To attend staff team meetings and supervisions as required
- To keep abreast of professional developments, legislative changes and best practice, attending Continuing Professional Development courses as appropriate and applying updated knowledge to present work programmes and sharing information gathered on courses, including providing training for other staff
- To undertake other duties to further promote the objectives of Abbey Community Centre, as directed by the Centre Director
- To undertake occasional evening/weekend work in addition to one Saturday a month