

JOB DESCRIPTION

August 2023

JOB TITLE:	Ageing Well Class Coordinator
CONTRACT TYPE:	Permanent
JOB PURPOSE:	To support the Ageing Well Manager in the development and coordination of the Ageing Well service activities, and to deputise in their absence
ACCOUNTABLE TO:	Ageing Well Manager
RESPONSIBLE FOR:	Ageing Well Class leaders (both paid instructors and volunteers)
LOCATION:	Home-based, but with a requirement to travel to those specified community-based sites in the beneficial area and attend HQ in Taunton once a week. On occasion you may be required to cover other areas in Somerset and North Somerset.
NORMAL HOURS:	Part-time: Hours as agreed (within the normal office hours for Age UK Somerset (9am – 5 pm Monday to Friday)).
TRAVEL:	The nature of the job will require travel around the beneficial area. It is the post holder's responsibility to hold a valid driving licence and provide a roadworthy vehicle with business mileage insurance. Travel expenses are paid at an appropriate rate.

MAIN DUTIES:

- Deputise for the Ageing Well Manager in their absence
- Responsible for day-to-day matters and enquiries relating to the Ageing Well Service
- Provide support with the recruitment, induction, training, support and supervision of exercise instructors and volunteers as required
- Monitor participation data, demand and trends to increase numbers
- Inform the Manager about identified opportunities for new classes and declining classes across the County
- Maintain an awareness of other local activities, new and existing, and communicate potential threats or opportunities to the Manager
- Assist in the development of and lead on the launch of new classes, including venue assessments and class auditions
- Maintain an awareness of and ensure legal and procedural compliance within Somerset activities (i.e. complaint handling/reporting, health and safety, data protection, gift register)
- To represent Age UK Somerset when giving talks, providing taster sessions and demonstrations as appropriate
- To engage the community and proactively develop initiatives to promote the Service and encourage participation/referrals

QUALITY:

- To produce all documentation to the professional format and standard required by the organisation
- To ensure all requested reports are delivered on time
- To maintain an efficient filing and archiving system

COMMUNICATIONS:

- To communicate efficiently and effectively with all colleagues and volunteers
- Use publicity and the media to promote classes, in conjunction with the Ageing Well Marketing & Communications Officer

ADMINISTRATION:

- To keep accurate records and to provide reports as requested by your line manager
- To store, maintain and communicate data in accordance with the organisation's data protection and communication policies
- To provide own administrative support
- To ensure effective use of telephone or electronic equipment and use in accordance with the organisation's policies and procedures

FINANCE:

- To maintain accurate and up to date records of expenses incurred in carrying out this role and present valid records of expenses, with receipts as necessary, on a monthly basis
- To work within the allocated budget and work to achieve service/funding targets

RELATIONSHIPS

- To maintain close links with the Manager to achieve a level of consistency for the Age UK Somerset Ageing Well 'brand'
- To develop and maintain good working relationships with organisers of older people's groups, GP surgeries, sheltered housing accommodation/providers, VCSE groups and other key agencies, promoting activities and motivating individuals
- Develop and maintain good client relations

GENERAL

- Comply with the Statement of Responsibilities, as set out in the organisation's Health & Safety Policy
- Comply with the Data Protection Policy and Guidelines for staff and volunteers
- Keep up to date with current trends of service provision, current practice and matters concerning older people by reading, attending courses and conferences etc
- Represent the organisation at meetings, conferences and events where appropriate
- Work alongside colleagues to ensure full compliance with quality standards
- Undertake any other duties as requested by and agreed with your line manager

EQUAL OPPORTUNITY

Age UK Somerset is committed to work towards equality of opportunity. The post holder will be expected to work within this context.

NOTE – This Job Description may be changed at any time with the agreement of the post holder to meet changed circumstances.

PERSON SPECIFICATION

Ageing Well Class Coordinator

Education

Essential:

- Good standard of education

Desirable:

- Teaching qualification (exercise / physical activity)

Knowledge and Experience

Essential:

- Understanding of barriers affecting older people in relation to physical activity
- Ability to gather, record and analyse statistical information
- Experience of exercise classes (either as a participant, or an instructor)

Desirable:

- Experience of working in a similar role
- Knowledge of the local area/communities
- Understanding of the legislative and policy context in which Age UK Somerset works
- Understanding of the health benefits of physical activity especially for older people
- Supervisory experience and experience of working with and supporting volunteers
- Experience of promoting and marketing
- Experience of monitoring and evaluating services
- Experience in developing a project/service

Skills and Abilities

Essential:

- Work as part of a team and be able to communicate effectively with the line manager and rest of the team
- Maintain client confidentiality
- Manage time, prioritise and plan work, with good administrative and IT skills
- Good communication and interpersonal skills both written and verbal
- Confident in dealing with people and able to give motivational talks
- Ability to use IT systems appropriately and in line with procedure, including the use of MS Office and database systems to the required standard
- Ability to know how to adapt activities to include a range of abilities
- Ability to work alone and as part of a team

General

- Commitment to Age UK Somerset's charitable aims and core values
- A desire to help people, using sensitivity and understanding
- A flexible, positive and professional approach
- A commitment to continuous improvement and to deliver a quality service