

Job Description

Job Title:	Mid Sussex Co-ordinator
Responsible to:	Senior Co-ordinator, Mid Sussex
Main place of work:	Lamb House, Haywards Heath
Salary:	£24,000 FTE
Hours:	20-25 hrs per week * to be confirmed

Main purpose of job:

The primary purpose of this role is to ensure the safe and efficient daily operations of our building Lamb House and the surrounding locality. This position works closely with the Senior Coordinator and Senior Community Developer to lead, develop, and manage services and activities tailored for people aged 50+. Additionally, it involves collaborating with the Head of Operations & Premises to manage the building effectively.

Main duties:

- **Operations:** Oversee all day-to-day administration and health and safety protocols for the building and locality. Ensure that the building, activities, and services are well-prepared, managed, and delivered to the highest standards
- **Primary Contact Point:** Serve as the main point of contact for the building and locality. Manage phone enquiries, emails, and any social media sites associated with the locality.
- **Cross-Service Collaboration:** Understand the broader AUKWSBH offer and work cohesively with colleagues from all other services.

Focus on People Aged 50+

- **Identifying Needs and Priorities:** Help gather insight of issues or interests affecting people aged 50+ to deliver appropriate activities and services.

Building Maintenance

- **Key-Holder Duties:** Work flexibly with the Senior Coordinator as a key-holder, responsible for opening and closing the building/venues as needed.
- **Operational Coordination:** Collaborate with the Senior Coordinator and Head of Operations and Premises to ensure the smooth and safe operation of the building and the scheduling of community activities.
- **Environment Maintenance:** Maintain a safe, supportive, and welcoming environment for staff, external users, and visitors.
- **Compliance and Policy Adherence:** Ensure compliance with all legal and AUKWSBH policies and procedures, keeping them up to date for the locality.

Activities and services

- **Membership Growth:** Maintain current membership and attract new members to activities and services.
- **Activity Programming:** In conjunction with the Senior Coordinator, develop an activity program for the centre and/or locality based on the needs and desires of people aged 50+.
- **Promotional Materials:** Assist in designing and distributing promotional materials to market the local building or activities.

- **Financial Management:** Help maintain and monitor financial records and budgets for the locality, including buildings and activities, and update AUKWSBH finance records.

Finance and administration

- **Record Keeping:** Maintain accurate records of attendance and hirers for billing purposes and reporting to funders.
- **Invoicing:** Handle the raising and management of invoices.
- **Data Management:** Set up and maintain spreadsheets as needed, working with the accounts team to minimize cash usage and manage finances according to organisational procedures.

Governance

- **Health and Safety Compliance:** Adhere to all health and safety and legal requirements as per AUKWSBH policies and procedures, taking prompt action to ensure compliance.
- **Safeguarding:** Ensure adherence to statutory and organisational safeguarding policies and procedures.
- **Data Protection:** Ensure compliance with data protection regulations, including the General Data Protection Act 2018.
- **Database Management:** Regularly update client databases and provide necessary statistical and monitoring information.
- **Training and Risk Management:** Attend mandatory training sessions and monitor hazards and risks, implementing relevant organizational processes, including Health & Safety, HR, Information Governance, GDPR, and reputational risk management.
- **5 Year Strategy:** Help deliver the objectives as set out in the organisational strategic plan.

Key contacts and relationships

- Clients/members
- Colleagues within Mid Sussex Locality team
- Colleagues across all services
- Mid Sussex District Council and other partner organisations
- Hirers at the building
- Service providers

Equal opportunities

Age UK West Sussex, Brighton and Hove is committed to anti-discriminatory policies and practices, and it is essential that the post holder is willing to make a positive contribution to their promotion and implementation.

Scope of job description

This job description reflects the immediate requirements and responsibilities of the post. It is not an exhaustive list of the duties but gives a general indication of work undertaken which may vary in detail in the light of changing demands and priorities. Substantial changes will be carried out in consultation with the postholder.

Person Specification – Coordinator (Localities)

Experience	Essential	Desirable
An understanding of and interest in older people, their situations and the opportunities they may want and/or need.	✓	
A friendly, welcoming person that engages, connects and builds rapport easily with people.	✓	
Proven excellent organisational skills that make most efficient use of time.	✓	
A can-do, positive and professional attitude that can flex and adapt to change and challenges with the skills to manage conflict effectively.	✓	
Ability to open and close a building or venue and be a responsible key-holder.	✓	
A commitment to equality across all aspects of this role.	✓	
An understanding of safeguarding and ability to follow policies and procedures in this and other areas, as set by AUKWSBH or law.	✓	
Excellent IT and computer skills including good working knowledge of email, Excel and Microsoft Office.	✓	
Ability to efficiently travel or work flexibly in the District and local community which includes travel to different AUKWSBH sites/services.	✓	
Full driving licence and use of a car in order to travel in the local community as required.	✓	
Experience of working or volunteering with older people.		✓
Experience or knowledge of building management and knowledge of relevant health and safety regulations in relation to this.		✓
Ability to design and produce creative and effective marketing to help promote services or the centre.		✓