



Kingston upon Thames

<b>JOB DESCRIPTION:</b>	<b>BRADBURY: OPERATIONAL &amp; DEVELOPMENT MANAGER</b>
<b>Hours :</b>	<b>36 (part time/job share possible)</b>
<b>Salary scale:</b>	<b>Sp Pt 26-32 - £26,842 - £31,510 plus £1,000 OLW for 36 hours</b>
<b>Responsible to:</b>	<b>Head of Services</b>
<b>Responsible for:</b>	<b>Administration &amp; Support Worker Café/Centre Assistant Volunteers Sessional workers (non staff) Cleaner (non staff)</b>

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## **1 Purpose of Post**

Age Concern Kingston provides a range of centre-based services for older people with low to moderate support needs. ACKuT is developing various active age initiatives and is committed to increasing access to community and day services by older people from under-represented or hard-to-reach communities.

The post-holder is responsible for the day to day running of the centre including the line management of staff and volunteers and coordination and development of the activity timetable. There is also a developmental element in the role, to ensure the centre continues to grow and develop in response to the needs of its members, and successfully reaches out to a diverse range of older people.

## **2 Duties and responsibilities**

- 2.1 To manage the centre in a way that actively and creatively promotes the independence, well-being and quality of life of all older people and centre users.
- 2.2 To work with centre users, staff, volunteers and sessional workers to develop a range of stimulating and participative activities, outings and events at the centre.
- 2.3 To organise the day to day activities of the centre, including practical preparations for activities and events, such as moving furniture, and be responsible for keeping the centre in good order.
- 2.4 To organise staff and volunteer rotas, liaising with the Raleigh Centre Coordinator as necessary.
- 2.5 To facilitate user-led and volunteer-led activities and involve users as much as possible in the selection, planning, development and delivery of activities.
- 2.6 To supervise the work of the centre team (staff and volunteers) including supervision, training, development and support ensuring they are fully aware of their roles within the centre and the organisation.
- 2.7 To promote and market the centre and develop and maintain such external relationships as may be required to grow the service.

- 2.8 To manage the delivery of the café service, including budgeting, ordering and the production and serving of food/refreshments.
- 2.9 To be responsible for recruiting and supporting sessional workers to provide a range of activities and suitable therapies within the centre, and ensuring they have appropriate qualifications, insurance etc.
- 2.10 In conjunction with the Operations Coordinator, to ensure that the operation of the centre complies with all relevant health and safety legislation, undertaking risk assessments and carrying out regular health and safety inspections, fire evacuation drills etc.
- 2.11 To be responsible for the collection and reconciliation of cash, ensuring that records are kept according to financial procedures.
- 2.12 To maintain records, including data collection, electronic records and producing reports, as and required by the Head of Services.
- 2.13 To ensure the efficient working of the computer network at the centre, ensuring that users use equipment safely and responsibly.
- 2.14 To work as a team member and adopt a flexible, and at times a 'hands on' approach to helping with overall centre tasks.

### **General Duties of all Employees**

- To work cooperatively with other colleagues as a member of an integrated team across the borough, sharing common aims, in keeping with the values, policies and procedures of Age Concern Kingston upon Thames.
- To abide by good practice guidelines and recommended standards in all aspects of work, so as to ensure the service provided is of the highest quality.
- To carry out other and duties appropriate to the role, which may be required from time to time, as agreed with your line manager.
- To undertake any relevant training.
- To actively support ACKuT fundraising initiatives.