



## Job Description

**Job Title:** Community Hub Officer

**Post:** 14 hours per week for 6 months (longer subject to funding)

**Salary:** £25,000  
(Pro Rata)

**Location:** Johnny Whiteley Park,  
North Road, Hull HU4 6LQ &  
Remote

**Reporting to:** Chair of Trustees

**Date prepared:** November 2024

### **PURPOSE:**

The Hub Officer will play a transformative role in enhancing the impact and reach of the Hub. By leading on volunteer coordination, expanding program delivery, and fostering partnerships, they will ensure the Hub continues to thrive as a vital community resource. The role will focus on improving the volunteer experience, increasing the number and variety of sessions offered, developing the natural area for community use, strengthening partnerships across the city, and expanding outreach efforts to engage a broader audience. Through their work, the Hub Officer will enable the Hub to support more individuals, promote environmental stewardship, and build stronger connections within the community.

### **RESPONSABILITIES:**

- Collaborate with the Hub Trustees to support and achieve the Hub's aims and objectives.
- Assist in the development and delivery of Hub activities and events, ensuring they meet community needs and expectations.
- Lead on volunteer recruitment, onboarding, and support, ensuring an enriching and rewarding experience for volunteers that aligns with their personal goals and contributes to the successful delivery of Hub activities and events.
- Represent the Hub professionally at networking meetings and events to raise awareness and promote its work to a wider audience.
- Support the Trustees in monitoring, evaluating, and reporting on Hub activities in line with funder requirements.
- Manage communications to promote the Hub's work and opportunities, using its website, social media platforms, and newsletters effectively.
- Respond promptly, professionally, and accurately to customer enquiries regarding the West Hull Community Hub.

- Build and maintain partnerships with third-party organisations from the private and voluntary sectors, fostering collaboration and joint initiatives.

**GENERAL:**

The responsibilities outlined above are not exhaustive and may be subject to change without altering the nature or level of responsibility of the role. The post holder must remain flexible to meet the operational needs of the West Hull Community Hub. This may include undertaking duties of a similar nature and level of responsibility as required, including attending meetings outside normal working hours.

The role may involve access to confidential information subject to the provisions of the Data Protection Act. It is essential that confidentiality is maintained at all times.

If the post holder has a disability, all reasonable efforts will be made to provide the necessary aids, equipment, or adjustments to support them in performing the full scope of their duties. If specific tasks prove unachievable, consideration will be given to redesigning the role accordingly.

**PERSON SPECIFICATION:****Essential Criteria:****Skills and Experience**

- Experience working with volunteers.
- Strong organisational skills, with the ability to plan, deliver, and evaluate activities and events.
- Excellent communication and interpersonal skills, both written and verbal.
- Confident in representing an organisation at external meetings and events.
- Ability to build and maintain partnerships with diverse organisations across private, public, and voluntary sectors.
- Competence in administrative tasks, including responding to enquiries and monitoring/reporting on activities.

**Knowledge**

- Awareness of environmental stewardship and its role in community well-being.
- Understanding safeguarding practices when working with vulnerable groups.

**Personal Qualities**

- Enthusiastic and proactive, with a passion for the community.
- Approachable and empathetic, with a strong ability to motivate and inspire.
- Flexible and adaptable, able to manage competing priorities and work in a dynamic environment.
- Commitment to promoting equality, diversity, and inclusion in all aspects of the Hub's work.

**Desirable Criteria:**

- Experience in volunteer coordination and support, including recruitment, training, and retention.
- Experience in developing environmental projects, such as nature or growing areas.

- Experience in delivering community outreach programs or events.
- Familiarity with funding processes, including monitoring and evaluation for funders.
- Knowledge of Hull and the surrounding area's community networks and voluntary sector.

**Other Requirements:**

- Willingness to work flexible hours, including evenings and weekends, as required.
- Ability to travel to meetings and events within the city as part of the role.

**Equality and Inclusion Commitment:**

All staff and volunteers must demonstrate a consistent personal commitment to treating all customers, members, and colleagues with fairness and respect, valuing and celebrating individual differences and diversity.

This includes promoting equality of opportunity and ensuring that no individual is disadvantaged based on factors such as gender, gender identity, nationality or ethnic origin, disability, religion or belief, sexual orientation, or age. Actively contribute to creating an inclusive environment where everyone has equitable access to services and employment opportunities.