

Job description

Hub Coordinator

Special focus: reaching out, drawing in

- £28,000 - £32,000 depending on experience
- 37 hours/week full time; applications for job-share / part-time welcomed
- Fixed term contract: 3 years, with possibility of extension
- Reporting to nominated trustee

The Big Picture

Swindon Hub has been going for over two years. Our aim is the same now as when we started: we want to provide a welcome, fun and safe space for everyone in Swindon - a place where people and communities can connect, where we can all learn and grow.

For the first time, we have secured funding to pay for staff to help us encourage more people to use the Hub and to develop how we support our volunteers and visitors.

Our volunteers are amazing and have made the Hub what it is today. Now, with new staff, we want the team to grow and develop, building on what we're good at to make the Hub even better.

Both of the new team members will share responsibilities in the day to day running of the Hub - supporting and coordinating when needed, overseeing issues around security, safety, the building and all the stuff inside it. These are the *core activities* - our amazing shift lead volunteers do lots and lots of this and, with our new full-time staff, we will be able to have a consistent presence throughout the week, and to make sure our shift leads are well supported.

Each of the new team members will also have their own *special focus*: reaching out & drawing in, and learning, skills & growing.

The work

Core activities

As Hub Coordinator, you'll be part of our team that helps out with keeping the Hub running day-to-day. That will include:

- Supporting volunteers on shift where needed.
- Working with the team to put on lovely events and activities.
- Work with trustees and others to develop ideas for fundraising and income generation.
- Representing Swindon Hub at community events, meetings and networks.
- Feeding back or reporting issues to other staff, volunteers and trustees, as needed.
- Knowing what all our policies are about - putting them into practice and helping Hub volunteers and visitors understand them too.
- Knowing how the Hub works as a building - being able to sort or report issues.
- Keeping our various admin systems running e.g. petty cash & banking, volunteer log and schedule, cafe hygiene, health & safety, room bookings, email & in-person enquiries, etc.

Special Focus: reaching out, drawing in

Your *special focus* will be to get more people to use the Hub ...people from different groups, with different backgrounds and characteristics, with different interests, etc.

How might you do that?

- With an idea of 'diversity' - and diversity in Swindon - you'll find out who is and who isn't using the Hub.
- You'll need to find out why different people, groups, etc. do or don't use the Hub - and to make a plan for getting people's views. (Talking to people who come into the Hub will be the easy bit.)
- Your plan will need to include how you'll meet and build relationships with people and communities who currently don't use the Hub - you'll need to decide how you'll prioritise where and how you're going to start, as well as a plan of action for making progress.
- You'll definitely want to get to know the people and community groups which are already doing things out there.
- You might organise events in the Hub or elsewhere in Swindon - to get people interested.
- When you start getting feedback, you'll start to organise the kinds of things that people want to see inside the Hub, working closely with your community contacts, organisations, and Hub volunteers.
- Don't forget to record everything - we'll need to show how the National Lottery funding has helped us reach out and get more people involved in the Hub.

About you

- Are you a 'people person'? You'll need to show us how you can make connections with all sorts of people, chatting and listening to people whatever their background etc.
- How about 'networking'? We'll need to see that you can find and build relationships with other groups and organisations, getting them interested in the Hub and finding out what they want.
- Are you a self-starter? You'll need to be able to work independently, get on with things, and get things done.
- One of the Hub's values is cooperation and - for lots of the work in and around the Hub - you'll need to be able to work in a team ...to listen, learn, collaborate and compromise.
- Of course, with a *special focus* of reaching out, you'll need to show that you understand 'diversity' and how discrimination works.
- You'll have to show us, too, that you really want to help us to break down barriers so more people can join in with the Hub, so we offer something for everyone.
- How organised are you? You'll need to keep records, file reports and paperwork, organise and reply to emails etc., and follow agreed procedures.
- Finally, how flexible can you be? We sometimes have to stand in when volunteers can't make it, when things change last-minute ...what are you like in those situations?

Interested?

If you think you'd be fab, please let us know.

The closing date for applications is midnight Sunday 5th May 2024.

You can request an application form from info@swindonhub.org.uk

If you'd like an informal chat about the roles, you can contact

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