

JOB DESCRIPTION

Post Title: Community Hub Support Assistant	Director/Service/Sector: Stronger Communities/ NCT		Office Use
Grade: 3	Workplace: NCT Hubs (County Wide)		JE ref: 4394
Responsible to: Learning Cafe Manager/ Community Hub Coordinator	Date: 27/02/2024	Manager Level:	HRMS ref:
Job Purpose: To assist in the delivery of the Community Hub Services to meet the needs of the local community. To provide excellent customer service to ensure that members of the community experience a welcoming, friendly, efficient service in the Community Hubs. To include Meet and Greet, catering and cafe duties, delivering hub activity sessions and supporting bookings, events and refreshment services.			
Resources	Staff	None	
	Finance	Cash Handling using Epos till systems in cafe and bar areas	
	Physical	Shared responsibility for the careful use of equipment, setting up of meeting spaces and working in a catering environment	
	Clients	All community hub users including Partner Organisation teams, Staff and residents and members of the community	
Duties and key result areas: To work in close cooperation with hub staff and partners to ensure the delivery of a quality service that meets the needs of the local community. To work with service users including local groups, health professional and organisations to raise the profile of the hub services within the community. To carry out the full range of duties required in the day-to day organisation and provision of hub services to the community including: <ol style="list-style-type: none"> 1. Demonstrating excellent customer care skills when dealing with personal, telephone and virtual users of the service, resolving their requests and enquiries in a friendly and efficient manner. 2. Always operating in a professional manner paying particular attention to service impartiality and confidentiality, being highly visible, welcoming and approachable. 3. Using the principle of MECC (Making Every Contact Count) this means having the competence and confidence to deliver health and wellbeing messages, to help encourage people to change their behaviour and to direct them to local services that can support them. 4. To promote and increase access to the Community Hub and the offer it provides to the widest possible audience e.g. library services offer, jobs and skills, groups and activities, health and wellbeing services. 5. Working as required across the community hubs including supporting the day-to-day aspects of the Library Service, Customer Services, Health and Wellbeing Services and assisting with room setups to support activities and support services with partners. 6. Assisting the Learning Cafe Manager to deliver the catering and hospitality service in the cafe and throughout the building. To include all aspects of food preparation, cleaning and till operation always adhering to food safety standards. Supporting Interns and work experience placements to achieve training objectives and goals 7. Support individuals to use digital devices and media equipment provided as part of the Hub offer IT, Hubblets and Activitouch tables etc. 			

8. Taking responsibility in the absence of the Community Hub Coordinator for the security and supervision of the premises and its assets, including banking/cashing up procedures, stores and equipment.
9. Undertaking administrative duties when required.
10. Responsible for the safe opening and closing of the Community Hub as and when required.
11. Assisting and supporting with the training of casual workers, new staff and volunteers as required.
12. Responding positively to change and participating fully in the future development of the service.
13. Through normal routine, support work experience placements and learning provision in the hubs
14. Ensure compliance with Health and Safety legislation and County Council policies in all aspects but especially when using materials, tools and equipment.
15. Attend training sessions as and when required.
16. Any other duties appropriate to the nature, level and grade of the post.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements: Working patterns: Working conditions:	Own Transport Includes extended hours in evenings and weekends

PERSON SPECIFICATION

Post Title: Hub Support Assistant	Director/Service/Sector:	Ref:
Essential	Desirable	Assess by
Knowledge and Qualifications		
Good Food Hygiene Certificate Knowledge of the range of tasks together with the operation of associated tools and equipment. Good IT knowledge Good literacy and numeracy Knowledge of MECC principles		
Experience		
Experience of general kitchen duties Experience of working with the public and an understanding of customer service Experience of cash handling and EPOS till systems Good Basic computer skills, including emails	Experience of working with a wide range of individuals with different abilities Experience of using a Barista Style Coffee Machine Experience of supporting others on work experience placements	

Skills and competencies		
Manual skills associated with food production, room setups and manual handling Basic numeracy and literacy skills Physical skills related to the work Customer care skills A commitment to undertake job related training and personal development		
Physical, mental and emotional demands		
Regular need to lift and carry items of a moderate weight Ability to work in a commercial kitchen environment Flexible approach to work times which may occasionally be subject to variation Flexible approach to nature of duties performed	None	
Other		
A commitment to providing a quality service to customers		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits