

Job Description

Community Assistant (Community Hub Support Assistant)

Reference: CS013

Date: April 2026

Job Family:	Community Services – Community Connector
Level:	1
Band:	3
Career Track:	Operational

Job Purpose

To support the effective delivery of Community Hub services by providing a welcoming, efficient and high-quality experience for the local community. The role includes meet-and-greet duties, customer service, catering and café support, delivery of hub activities, and assistance with bookings, events and refreshment services.

Duties and Responsibilities

Service Delivery & Community Engagement

- Work collaboratively with Community Hub staff, partners, service users, local groups and health professionals to deliver high-quality services that meet local community needs and raise the profile of the Hub.
- Promote and increase access to the full Community Hub offer, including library services, jobs and skills support, groups and activities, and health and wellbeing services.

Customer Service & Front-of-House

- Provide excellent customer service to all users (in person, by telephone and virtually), responding to enquiries and resolving issues in a friendly, efficient and professional manner, while maintaining confidentiality and impartiality.
- Act as a visible, welcoming and approachable presence within the Hub, ensuring a positive experience for all visitors.

Health, Wellbeing & Digital Support

- Apply the **Making Every Contact Count (MECC)** approach by confidently sharing health and wellbeing messages and signposting individuals to relevant local support services.
- Support customers to use digital devices and media equipment available within the Hub, including IT facilities, Hubblets and interactive equipment.

Operational & Catering Support

- Support the day-to-day operation of Community Hubs, including library, customer services and health and wellbeing functions, room set-ups and support for activities and partner-led services.

- Assist the Learning Café Manager with catering and hospitality services across the building, including food preparation, till operation and cleaning, always adhering to food safety standards.

Supervision, Training & Development

- Support and mentor interns, work experience placements, volunteers, new starters and casual workers to help them achieve agreed learning and training objectives.
- Respond positively to change and contribute actively to the ongoing development and improvement of the Community Hub service, including attending relevant training.

Administration, Security & Compliance

- Undertake administrative duties as required and, in the absence of the Community Hub Coordinator, take responsibility for premises security, supervision of assets, cash handling/banking, and safe opening and closing of the building.
- Ensure compliance with Health and Safety legislation and County Council policies in all aspects of the role, particularly when using equipment, tools and materials.

Person Specification

Professional and Technical Requirements

Qualifications

- Hold a valid Food Hygiene Certificate or demonstrate the ability to work in line with food safety standards

Knowledge, Skills and Experience

- Knowledge of kitchen, catering and hospitality tasks, including the safe use of associated tools, equipment and barista-style coffee machines.
- Experience of general kitchen duties, including food preparation, cleaning and working in a commercial kitchen environment.
- Experience of cash handling and use of EPOS/till systems, including basic banking or cashing-up procedures.
- Knowledge of Making Every Contact Count (MECC) principles.
- Experience of supporting interns, trainees or individuals on work experience placements.
- Ability to carry out manual and physical tasks, including room setups, manual handling and lifting moderate weights.
- Willingness and ability to undertake job-related training and ongoing personal development.
- Ability to work flexible hours and adapt to variations in work patterns and duties as required.

Core Competency Requirements

- **Communication:** Communicates clearly and respectfully to support shared understanding. Uses active listening to confirm meaning and respond appropriately.
- **Collaboration:** Works with others to complete tasks and support service delivery.
- **Service Delivery:** Delivers tasks to expected standards and timescales, following procedures and guidance. Uses resources efficiently to support effective delivery.
- **Decision-Making:** Makes decisions using guidance and procedures.
- **Digital & Data Literacy:** Uses standard digital tools to complete work, following guidance on data protection and digital safety.

- **Adaptability:** Adapts to change and feedback. Applies learning to improve own work and support team outcomes.
- **Problem-Solving:** Resolves issues using known solutions.
- **Community & Customer Focus:** Delivers services with care and respect, considering diverse needs and ensuring a positive customer experience.
- **Leadership:** Supports colleagues and takes responsibility for own work.

Strengths

- **Service Focused** – You look for ways to serve customers putting their needs at the heart of everything you do.
- **Disciplined** – You follow processes, operating well within set standards, rules and guidelines
- **Efficient** – You convert resources into results in the most efficient and cost effective way.
- **Inclusive** – You recognise everyone as an individual. You accept people for who they are and treat everyone fairly. You actively encourage and provide opportunities for others to share ideas and contributions.
- **Learner** – You are inquisitive, seek out new information and look for new ways to develop yourself.

Desirable