

**Senior Community Hub Project Officer: Stanhope, Ashford**

- **Hours:** 20 hours per week / ideally over 3 days – Weds, Thurs and Fri.
- **Salary:** £27,040 per annum, pro rata
- **Location:** Stanhope Community hub - Ashford
- **Closing date:** Monday 9<sup>th</sup> August
- **Start Date:** Sept/Oct 2021

This role will require the successful applicant to lead on all community hub matters, working from our Stanhope Community Hub in Ashford. Duties will include:

- \* To report to and follow the direction of the Community Hubs and Partnerships Manager.
- \* To use own initiative, lone-working, multi-tasking and displaying creativity in the variety of projects delivered from within the hub.
- \* To successfully oversee the Stanhope Community hub, including the delivery of community sessions.
- \* To ensure that the community hub provides a wide range of services and activities that meets the needs of local people.
- \* Supporting a wide range of local people during hub sessions, including children, adults and families.
- \* To manage the hub operations including opening and closing, reporting repairs and maintenance and services such as utilities, broadband. Ensuring that all Health and Safety regulations are met and maintained such as fire management systems.
- \* To monitor safeguarding of customers at all times, working with existing policies, procedures and statutory guidelines.

<b><u>Main Accountabilities:</u></b>	
1. Assess the local need for specific community work, by consulting with the community to establish and develop activities and support groups within the centre that reflect interests and needs.	
2. Ensure own compliance in respect of governance and adherence to relevant statutory and regulatory provisions.	
3. Manage risks associated with areas under the jobholder's control such as data handling	
4. Maintain the necessary relevant organisations records and systems.	
5. Ensure all activities and the hubs are managed in line with all regulatory Health & Safety practices	
6. Support safeguarding of residents using policies and procedures and take responsibility for referring all safeguarding concerns immediately	

<b>Personal Attributes</b>
<ul style="list-style-type: none"> <li>• Demonstrable experience of delivering customer focused services in a demanding, public facing environment</li> </ul>
<ul style="list-style-type: none"> <li>• Deputise for the Community Hub &amp; Partnerships Manager</li> </ul>
<ul style="list-style-type: none"> <li>• Excellent inter-personal and communication skills.</li> </ul>
<ul style="list-style-type: none"> <li>• Excellent ability to prioritise effectively, with exceptional organisational and time management skills</li> </ul>
<ul style="list-style-type: none"> <li>• Can work on own initiative with little day to day supervision, taking ownership of all issues arising from the community hub.</li> </ul>
<ul style="list-style-type: none"> <li>• An outstanding passion and drive for raising standards within a community</li> </ul>
<ul style="list-style-type: none"> <li>• A strong commitment to support future development of the community</li> </ul>
<ul style="list-style-type: none"> <li>• Ability to maintain confidentiality.</li> </ul>
<ul style="list-style-type: none"> <li>• Strong IT skills – MS Office suite</li> </ul>
<ul style="list-style-type: none"> <li>• Excellent communication, written and verbal</li> </ul>
<ul style="list-style-type: none"> <li>• Highly organised, able to manage and prioritise a demanding workload and attention to detail</li> </ul>
<b>Experience and Qualifications</b>
<ul style="list-style-type: none"> <li>• Required - Experience of delivering of community-based programmes being able to demonstrate and deliver outcome-based projects</li> </ul>
<ul style="list-style-type: none"> <li>• Required – Enhanced DBS certification</li> </ul>
<ul style="list-style-type: none"> <li>• Required - Safeguarding Certificate and Child Protection Training</li> </ul>
<ul style="list-style-type: none"> <li>• Desired – NVQ or equivalent / higher qualification in social, community or education or similar</li> </ul>
<ul style="list-style-type: none"> <li>• Desired - Working within a social housing or local authority context proving community investment or resident engagement projects</li> </ul>
<ul style="list-style-type: none"> <li>• Desired – Experience in community building management and operations</li> </ul>
<b>Behaviour and Skills</b>
<ul style="list-style-type: none"> <li>• Can develop project proposals/plans and develop these working collaboratively with Moat Foundation and other key Stanhope partners</li> </ul>

<ul style="list-style-type: none"> <li>• Approachable with good communication skills with a range of individuals</li> </ul>
<ul style="list-style-type: none"> <li>• High levels of confidentiality and probity</li> </ul>
<ul style="list-style-type: none"> <li>• Establish fair and respectful, supportive and constructive relationships with others</li> </ul>
<ul style="list-style-type: none"> <li>• Demonstrate positive values and attitude</li> </ul>
<ul style="list-style-type: none"> <li>• Creating a collaborative and cooperative working environment</li> </ul>
<ul style="list-style-type: none"> <li>• Team working qualities that would complement the existing Strengthening Minds organisation</li> </ul>
<b>Professional knowledge &amp; understanding</b>
<ul style="list-style-type: none"> <li>• Understanding the key factors to deliver excellent services</li> </ul>
<ul style="list-style-type: none"> <li>• Understanding a range of programmes to support community development</li> </ul>
<ul style="list-style-type: none"> <li>• Awareness of third-party projects to support service delivery</li> </ul>
<ul style="list-style-type: none"> <li>• Ability to use data to inform decision making</li> </ul>

Strengthening Minds Values
<p>These are our guiding principles. They describe how we deliver our mission and vision through our behaviors and actions.</p>
People
<ul style="list-style-type: none"> <li>• We care about the happiness and wellbeing of our customers and employees</li> </ul>
Passion
<ul style="list-style-type: none"> <li>• We approach everything with energy, drive, determination, and enthusiasm</li> </ul>
Inclusion
<ul style="list-style-type: none"> <li>• We draw strength from our differences and work collaboratively</li> </ul>
Responsibility
<ul style="list-style-type: none"> <li>• We own problems and deliver effective, lasting solutions</li> </ul>
Impact
<ul style="list-style-type: none"> <li>• We measure what we do by the difference we make</li> </ul>