



| Community Hub Lead     |                                                                                           |
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| <b>Hours:</b>          | 40 hours per week (including some half-day Saturdays, some early mornings, some evenings) |
| <b>Contract:</b>       | 2 years fixed term                                                                        |
| <b>Salary:</b>         | £30,151 (SO1, Pt 23)                                                                      |
| <b>Pension:</b>        | 10% employer's contribution                                                               |
| <b>Reports to:</b>     | Community Support & Skills Manager                                                        |
| <b>Direct Reports:</b> | Financial Inclusion Officer & Community Welcome Officer                                   |
| <b>Location:</b>       | Booth Centre (with some off-site work)                                                    |

**Role Overview:** The Community Hub Lead will provide operational leadership for the Community Hub, ensuring the delivery of a safe, welcoming, and high-quality advice, advocacy and support for people accessing the open-door service. The postholder will oversee the day-to-day running of the Hub, coordinate resources and support individuals to engage with services that improve their wellbeing, housing stability and wider life outcomes. The Community Hub Lead will play a key role in developing partnerships, managing resources, maintaining service standards, and ensuring the Hub remains responsive to the evolving needs of the community.

#### Our Agreed Behaviours & A Little About Us

We live our values and act within our agreed behaviours, which we co-produced as a team, providing a warm welcome, a sense of belonging, and a place to find purpose and thrive.

Our trauma-responsive service includes volunteering opportunities, creative projects, sports programmes, training, and employment support. We also help people access emergency accommodation, secure permanent housing, and connect with any services they may need.

The Booth Centre is an award-winning, nationally recognised community and beacon of best practice, delivering co-produced, partnership-based ways of working adopted by partner agencies. We create thriving communities together.

| Agreed Behaviours | Compassion   | Dedication | Integrity                    | Respect  | Kindness       |
|-------------------|--------------|------------|------------------------------|----------|----------------|
|                   | Sense of Fun | Supportive | Cheerleading for one another | Openness | Non-judgmental |

| Job Description               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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| <b>Tasks specific to role</b> | <ul style="list-style-type: none"> <li>Lead the day-to-day operation of the Community Hub, ensuring effective, safe and person-centred service delivery, ensuring the Hub remains a welcoming, inclusive and supportive environment for all people coming to the Centre.</li> <li>Coordinate support, activity and resources within the Hub, ensuring individuals receive timely advice, guidance, advocacy and signposting.</li> <li>Support people to identify and work towards their personal goals and aspirations by supporting their access to internal projects and external services.</li> <li>Provide day-to-day operational support to volunteers and students, working alongside the Volunteer Coordinator.</li> </ul> |

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|                | <ul style="list-style-type: none"> <li>• Build and maintain effective relationships with partner organisations, visiting professionals, agencies and community stakeholders, coordinating the involvement of partner agencies delivering services within the Hub and promoting it externally.</li> <li>• Identify, respond to and record safeguarding concerns in line with organisational policies and procedures, promoting a culture of safeguarding awareness and safe practice.</li> <li>• Respond appropriately to incidents, concerns and risks arising within the Hub, ensuring compliance with health and safety procedures and organisational policies, considering the appearance, safety and functionality of the Hub environment.</li> <li>• Maintain accurate and timely records of service delivery, support provided and outcomes achieved, ensuring all records are GDPR compliant and stored securely.</li> <li>• Produce reports and monitoring information as required, contributing to funding reports and service evaluation.</li> <li>• Provide effective line management to assigned staff members, including conducting supervision, probation reviews, annual appraisals and performance management processes, ensuring line management activity is recorded using SafeHR, working in line with organisational HR procedures.</li> <li>• Support the wellbeing, development and performance of team members, addressing employee relations matters appropriately and in accordance with organisational policies.</li> <li>• Manage Community Hub expenditure within agreed budgets, including administering petty cash and support funds, such as bus tickets, whilst maintaining accurate records and receipts in accordance with financial procedures.</li> </ul> |
| <b>General</b> | <ul style="list-style-type: none"> <li>• Championing the Centre's Vision, Mission &amp; Values, carrying out all duties in line with policies, procedures, and inclusive practices.</li> <li>• Demonstrate flexibility and willingness to adapt to changing priorities, urgent matters, and the evolving needs of the service through professional leadership and positive role modelling.</li> <li>• Work collaboratively across the organisation to support service delivery, undertaking other reasonable duties as requested by your line manager, including supporting colleagues when needed.</li> <li>• Actively participate in wider team goals, act as an ambassador for the service, and adhere to our Agreed Behaviours.</li> <li>• Maintain awareness of data protection and information security responsibilities, escalating any concerns in line with policy and procedure.</li> <li>• Attend regular one-to-ones, team meetings, and training as agreed with your line manager or the senior management.</li> <li>• Support organisational fundraising activities and community events.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

| <b>Person Specification</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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| <p>We are seeking a professional, confident, and adaptable team player who is passionate about empowering others and committed to working in alignment with the Booth Centre's vision, mission, and values. The ideal candidate is solution-focused, highly organised and dynamic, with the ability to multi-task in a fast-paced environment. They will bring a broad understanding of homelessness-related issues, including housing, welfare, and safeguarding best practice, and possess the confidence to handle complex situations with sensitivity and professionalism. Established local partnerships, management expertise, or a background in delivering funded</p> |

contracts are highly desirable and would contribute significantly to delivering the high-quality Community Hub service.

### Essential Skills

- A strong understanding of homelessness, housing and welfare issues.
- A strong understanding of safeguarding legislation and best practice.
- Ability to prioritise competing demands and manage service delivery effectively, following equality, diversity and inclusion principles.
- Clear communication, interpersonal and leadership skills.
- Ability to develop positive relationships with a wide range of stakeholders.
- Competent IT skills including Microsoft Office and case management systems, with an ability to oversee expenditure and keep accurate financial records.

### Essential Experience

- Experience of supporting people experiencing homelessness, housing insecurity or multiple disadvantage.
- Experience of dealing with challenging behaviours in a safe way.
- Experience of safeguarding vulnerable adults and responding appropriately to concerns.
- Experience of coordinating or delivering a community-based service.
- Experience of managing or supervising staff, volunteers or students.
- Experience of partnership working with statutory, voluntary or community organisations.
- Experience of maintaining accurate records and case management systems.

### Desired Experience & Skills

- Relevant qualification in community development, housing, social care, youth work, counselling or a related field.
- Training in safeguarding, mental health awareness or first aid.
- Experience of managing a drop-in service or advice hub.
- Knowledge of the Greater Manchester support landscape.

### How to Apply:

We are committed to equality, diversity, and inclusion and welcome applications from the whole community. To apply, please send an expression of interest addressing all items in the Person Specification, along with your CV, to [christine@boothcentre.org.uk](mailto:christine@boothcentre.org.uk)

### Interview Process:

Interview questions will be shared with candidates in advance. Interviews will be conducted by a panel of three people to help ensure a fair and balanced assessment. We aim to notify applicants of interview outcomes as promptly as possible. Feedback will be offered to unsuccessful candidates where capacity allows. We are committed to providing a supportive and respectful experience for everyone taking part in the recruitment process.

**Closing date:** 5pm on Sunday 4<sup>th</sup> October

*Note: Though we have tried to be thorough, no job description can cover every issue which may arise within a post.*