

## Job Description Hub Support Worker

**Hours:** 12 hours per week (3 afternoons per week)  
**Pay:** £10 per hour (£19 500 pro rata)  
**Accountable to:** Community Hub Manager

### **Job Summary**

Working closely with the Community Hub Manager to carry out a full range of administrative duties and support activities within the hub.

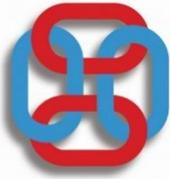
### **Specific Responsibilities**

1. To provide a high standard of administrative support
2. Deal with incoming calls and greeting of visitors
3. Work on your own initiative and provide support to the small team, adopting a pro-active approach to your activities
4. Assist with the production of a range of marketing materials and develop and maintain systems to manage this activity
5. Ensure general smooth running of the office, including ordering and monitoring of stationery, postage, etc
6. Take responsibility for managing petty cash
7. To develop and maintain appropriate filing systems
8. Working alongside the Centre Manager and the Facilities Officer be responsible for maintaining the security of the premises and its contents.
9. To undertake portering tasks as required, including setting up and clearing away furniture.
10. Respond to the emergency contact mobile and provide out of hours cover in the case of emergencies.
11. To undertake such other duties as may be determined from time to time commensurate with the range of activities described above and in line with any developments or changes in the role/organisation.

## **Organisational responsibilities**

1. To contribute to the continued development and sustainability of CLCH
2. Undertake any training deemed necessary by the Hub Manager
3. Maintain confidentiality over personal information relating to individuals
4. Participate in team meetings and training
5. Develop personal skills as required by the role
6. Act as ambassador for CLCH protecting and promoting its good name and reputation at all times
7. Be aware of and work within all the policies, procedures and guidance issued by CLCH

The post will be subject to suitable references.



Chain Lane  
Community  
Hub

**Chain Lane Community Hub**

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**Person Specification for Hub Support Worker**

**Job Summary:** Working closely with the CLCH Manager to carry out the full range of administrative and support activities for CLCH.

1.	<p><b>EXPERIENCE:</b></p> <p>Experience of providing a high standard of administrative support, using a range of Office software, writing own correspondence and developing and maintaining appropriate filing systems.</p> <p>Experience of dealing with incoming telephone calls, e-mails and greeting personal callers.</p> <p>Experience of working with members of the public from all sectors of society, including vulnerable individuals.</p> <p>Experience of keeping accurate records, managing petty cash, monitoring and ordering stationery, stamps, etc.</p>
2.	<p><b>SKILLS &amp; ABILITIES</b></p> <p>Ability to assist in developing marketing materials, including the use of social media and CLCH website.</p> <p>Ability to ensure the security of a building and its contents, including opening and locking up.</p> <p>Ability to set priorities taking a pro-active approach, working, on own initiative without immediate supervision.</p> <p>Ability to work flexible hours occasionally, including 'on-call' and out-of-hours duties.</p>

	<p>Ability to undertake portage, including setting up and clearing away furniture.</p> <p>Ability to respond to emergencies.</p> <p>Ability and willingness to work within CLCH Policies, including Equal Opportunities and Health and Safety, at all times.</p>
3.	<p>OTHER:</p> <p>To attend team meetings and undertake any necessary training identified.</p> <p>To maintain confidentiality over personal information relating to individuals using CLCH.</p> <p>To act as ambassador for CLCH, protecting and promoting its good name and reputation at all times.</p> <p>Willingness to work as full member of the Team, covering for colleagues as necessary and contributing to the continued development and sustainability of CLCH.</p>