

Adapt (NE) Community Hub Support Officer Job Description and Person Specification

Post:	Adapt (NE) Community Hub Support Officer
Hours:	15 hours per week (3 days, pattern to be agreed)
Location:	Adapt (NE) Community Hub, Hexham
Accountable to:	Community Hub Coordinator
Salary:	£20,931 – £23,132 pro-rata
Contract:	12-months fixed term contract

1. About Adapt (NE)

Adapt (NE) is a long-established charity working across Northumberland and the wider North East to reduce inequality, relieve hardship and distress, and enable people, particularly those affected by poverty, disability, ill health, rural isolation or social exclusion, to live independently and well within their communities.

About the Adapt (NE) Community Hub

The Adapt (NE) Community Hub is a welcoming community space in Hexham designed to support connection, wellbeing and access to advice and support. The hub particularly supports people experiencing isolation, disability, poor mental health or financial hardship. It offers refreshments, wellbeing activities, social opportunities and signposting to services.

2. Job purpose

To support the day-to-day running of the Adapt (NE) Community Hub, providing a warm, inclusive and well-organised environment where people feel comfortable to connect, access support and participate in activities. To work alongside a team of volunteers and other partners within the hub to create an inclusive, welcoming environment for everyone who comes into the space.

3. Key responsibilities

Hub operations and visitor support

- Welcome visitors and create a consistently warm, inclusive and safe atmosphere
- Provide clear information about hub activities, services and signposting options
- Support the practical day-to-day running of the hub, including preparing and tidying spaces, setting up for activities and managing refreshments
- Assist visitors to navigate the building and connect with relevant services or support
- Encourage participation and actively work to reduce social isolation among hub users

Activities and events

- Generate ideas for and assist in delivering activities and initiatives within the hub, under the direction of the Community Hub Coordinator
- Support volunteers and partner organisations in delivering hub activities and events
- Provide operational assistance during hub events, including occasional evening or weekend sessions as required

Administration and reporting

- Maintain accurate records of visitor numbers, activities and feedback in line with Adapt (NE)'s policies
- Assist with the collection of feedback from hub users to inform service development
- Contribute to any reporting requirements as directed by the Community Hub Coordinator

Safeguarding

- The post holder has a responsibility to safeguard and promote the welfare of children and/or vulnerable adults and must comply with all Adapt (NE) safeguarding policies and procedures
- Report any safeguarding concerns promptly to the Designated Safeguarding Lead

4. General responsibilities

All Adapt staff are expected to:

- Act consistently within Adapt (NE) policies and in line with the charity's values
- Keep the needs of service users and their carers at the core of service delivery
- Work effectively as part of a team and maintain positive working relationships
- Commit to personal development and participate in appraisal and supervision
- Comply with the Data Protection Act 2018 and UK GDPR
- Contribute to the promotion of health, safety and staff wellbeing
- Act in ways that support diversity, equity and inclusion
- Undertake any other duties commensurate with the level of the role

5. Person specification

Requirement	Essential	Desirable
Education	Good standard of general education	
Experience	Experience of working with members of the public in a face-to-face setting	Experience volunteering or working in a community, charity or health/social care setting
	Ability to support practical tasks and keep spaces organised	Experience supporting people experiencing isolation, disability or mental health difficulties

Requirement	Essential	Desirable
Skills and knowledge	Friendly and approachable with strong interpersonal skills	Understanding of local voluntary sector or community services
	Ability to communicate effectively with a wide range of people	Ability to generate and develop ideas for community activities
	Able to listen respectfully and maintain confidentiality	
	Organised and able to manage practical tasks with minimal supervision	
	Ability to work both independently and as part of a team	
Other	Commitment to equality, diversity and inclusion	
	Willingness to comply with Adapt (NE)'s safeguarding policies and procedures	
	Flexibility to occasionally work outside core hours for events	

6. Additional information

This post is subject to an enhanced DBS check due to working with vulnerable adults and community users. A probation period of eight weeks applies. Annual leave is 25 days pro-rata plus bank holidays. Adapt (NE) operates a pension scheme, details of which are provided at induction.