



JOB TITLE:	BBO STRIVE Hub Co-ordinator
Salary:	£25,151
Hours:	Full-time 37 hours
Term:	Fixed term to 30th September 2021
Employed by:	CVS Broxbourne and East Herts
REPORTS TO:	BBO STRIVE Manager
PROJECT:	Building Better Opportunities (BBO) STRIVE in Herts

Purpose of the job

The key role of the BBO Hub Co-ordinator is to oversee the physical and virtual hubs when they are open, co-ordinate local services and recruit/manage volunteers who will provide support for hub activities. This posts require experience of working with vulnerable and challenging people and excellent communication and organisational skill.

Main Areas of Responsibility

- Set up and coordinate a 5 day a week Hub day in agreed locations where local agencies, local providers and other services are available to offer support and guidance to BBO participants.
- On at least two days a week, oversee a BBO virtual Hub, with main responsibility for the smooth operation of the activity programme
- Be accountable for the overall quality of the service delivered via the BBO hubs.
- Work with multiple agencies across different sectors in order to establish good relationships (e.g. local support services including statutory ones) to support the work of the BBO Hubs.
- Engage with the BBO countywide project and liaise with other hub co-ordinators across the county to share good practice and ensure a joined up co-ordinated provision.
- Identify and map local support and information to ensure that a full range of resources are available to support BBO participants.
- In liaison with local partners/agencies, co-ordinate and manage a timetable of activities for the BBO Hub in order to maximise opportunities for BBO participants.
- Manage use of the hub space including booking space for training and 1-1 meetings.
- Support the delivery of Engagement Sessions.
- Recruit, manage and motivate a team of volunteers to provide support and practical assistance to the BBO Hub and BBO participants.
- Support the promotion and advertising of the work of the BBO Hub and the wider project through a variety of methods.
- Ensure that the hub is a welcoming and supportive space for BBO participants.

- Maintain clear case records in the BBO project Management Information System to aid statistical monitoring and report preparation.
- Evaluate the work of the hub and the impact on BBO participants and recommendations for further areas of improvement.
- Take part in regular BBO project good practice sharing meetings.

The post holder is expected to accept any reasonable alterations that may be necessary.

Criminal Background Check

This role has been identified as requiring an Enhanced Disclosure & Barring Services (DBS) check.

You will be required to maintain registration with the DBS Update Service whilst employed by the BBO project. In line with the requirements of the Update Service you will be required to maintain your personal information.

Person Specification

Experience:

- Experience of developing partnership working, ideally within the voluntary, private and statutory sectors.
- Experience of co-ordinating activities (timetabling, reception etc) or similar.
- Experience of developing and delivering community initiatives or similar
- Experience of working with challenging and vulnerable people.
- Experience of recruiting and managing volunteers would be an advantage.
- Experience in recording information on data information systems and analysing and interpreting data.

Skills and Abilities

- Excellent communication and literacy skills.
- Ability to communicate effectively both orally and in writing with a wide range of audiences.
- Ability to set up and build partnerships networks with local services.
- Ability to engage with service users to develop supportive and trusting relationships.
- Good listening skills.
- Ability to demonstrate respect for difference and diversity.
- Awareness of the issues faced by individuals experiencing barriers to employment.
- Excellent time management, planning and organisational skills.
- Ability to prioritise workload and work flexibly.
- Computer literate with knowledge of MS Outlook, Word and Excel.
- Accurate record keeping.
- Ability and willingness to work as part of a project team across the wider Building Better Opportunities Project.