



## JOB DESCRIPTION

<b>JOB TITLE:</b>	Green Hub Coordinator
<b>SALARY:</b>	£26,000 (Pro rata [0.5] £13,000)
<b>BASIS:</b>	Fixed-term to July 2022
<b>SECTION:</b>	Volunteer support
<b>LOCATION:</b>	The Glades, Bromley, BR1 1DN
<b>REPORTING TO:</b>	Chair of Trustees
<b>RESPONSIBLE FOR:</b>	Green Hub Volunteers, Staffing of the Hub
<b>HOURS/HOLIDAYS:</b>	18.5 hours per week 103.6 hours annual leave, inc statutory bank holidays

### JOB SUMMARY

To lead the 'Green Hub' community volunteering scheme for Greener and Cleaner, focusing on providing a non-judgemental place for residents and visitors to ask questions, share skills, borrow everyday items, and protect and support our environment.

Working with volunteers to deliver accurate and useful environmental information to the public whilst developing the volunteers skills and employability. Responsible for ensuring the unit is open and fully staffed, delivering 'front of house' customer service, working with trainees and volunteers to answer questions, welcoming residents to events and advising on using the 'Library of Things'.

## MAIN DUTIES

- Open the unit each morning. The hub is open from 10am-6pm Thursday, Friday, Saturday and Monday and 11am-5pm on Sunday.
- Delivering front of house customer service, welcoming visitors to the hub and assisting them..
- Plan and oversee volunteers working in the Hub. Ensure there is full cover scheduled every day with back up available.
- Supervise and manage a team of volunteers, undertaking environmental advice and support whilst meeting their training objectives.
- To support and mentor volunteers and trainees in order to support their continued volunteering/ onward career progression.
- To assist in the delivery of classroom based learning for volunteers in respect of employability, health and safety and environmental sustainability.
- To plan and undertake assessment of volunteer and trainees' work, manage absences etc
- Effectively maintain monitoring and evaluation systems that record volunteer outcomes.
- To identify and source or deliver training designed to link project activities to career progression routes in the green economy.
- Ensure compliance with health and safety requirements (including Covid-19 safety measures).
- Maintain and develop positive relationships with partners including local authorities, Centre Management, Funders, Library of Things and Charity Patrons.
- Communicate on a regular basis with colleagues submitting the required information, providing verbal / written reports to their line manager and others as required and ensuring any targets are monitored and met.
- Put in place monitoring systems to gather data from visitors to the Hub to support our impact analysis and research goals

**Personal Development and Training:**

- Undertake training and development, including a bespoke programme of carbon literacy training designed to link practical site-based activities to global environmental issues
- To be a positive influence within the staff team taking personal responsibility for ensuring good morale and positive work relations.
- Please note: Appointment to this post is subject to an enhanced DBS check, in line with Greener and Cleaners Safer Recruitment policy

**Other Responsibilities:**

- To provide assistance to other teams, and areas of work, in response to changes in workload and operational requirements.
- To ensure adherence with all corporate Policies and Procedures in place, in particular Health and Safety Policy and Equal Opportunities and Diversity Policy, that may change from time to time.
- As a small organisation, it is important that all staff are able to work effectively as a team and provide mutual support. Therefore, the post holder may be called upon to assist in other aspects of the team and organisation's activities, particularly early in the role as the Hub opens for the first time.

Due to the nature of the work, this is not suitable for home working, job share or reduced hours.

## Person specification: Green Hub Supervisor

Specification	Essential	Desirable
<b>Qualifications</b>		
• Community/ youth or environmental/ regeneration qualification		X
• First Aid training		X

<b>Skills</b>		
• Supervising and managing volunteers (including young people)		X
• Effective communication and social skills	X	
• Effective time management, ability to work under pressure and meet deadlines	X	
• Work on own initiative and as part of a team	X	
• Flexibility – able to adapt to changing circumstances	X	
• Practical retail/customer service	X	
• IT, including MS Word, Excel, email and internet	X	

<b>Experience</b>		
• Practical experience of environmental or volunteering work		X
• Retail or Customer Service experience (in any environment)	X	
• Project management		X
• Developing effective partnerships	X	
• Teaching and facilitating skills		X
• Health and Safety Management		X
• Line management		X
• Developing new projects		X
• Budgets and finance		X

<b>Knowledge</b>		
• Understanding and interest in local and global environmental issues	<b>X</b>	
• Understanding of issues facing unemployed people seeking volunteering roles		<b>X</b>
• Awareness of issues facing communities in the Bromley area		<b>X</b>