

Middleport Matters Community Trust

Job Description:

Activity and Community Hubs Manager (37.5hrs/week)



Purpose:

As the Activity and Community Hubs Manager (ACHM) with Middleport Matters, you will lead and manage a team, consisting of paid staff and volunteers, to work with the local community to bring about positive change.

The Activity and Community Hubs Manager will be responsible for the successful delivery of community activity and opportunities, utilising the correct skillset and capacity of team members. Activities will include for example toddler groups, youth clubs, physical and creative sessions, family workshops, holiday trips, social groups and neighbourhood improvements.

We currently have 2 Community Hubs, a Community Allotment Garden and we will open a Youth Hub in April 2025. You will be responsible for arranging a calendar of events and co-ordinating all activity that takes place in our community venues.

Primary Responsibilities:

The ACHM will work with their team to actively engage people in the community in meaningful activity and in making sense of the challenges which affect their lives. You will respond through empowerment and encouraging active participation, and act as the link between people in the community and a range of other providers, such as the police, education, and local authority.

As Activity and Community Hubs Manager you will help and support local people to positively engage with each other and their community and improve the quality of life and aspirations for individuals and others in the local area.

You will work with all ages from 0 to 100+ years to develop supportive relationships and introduce them to new experiences to increase their confidence and ambition and help them realise their own potential.

You will have a specific geographical community (Middleport, Longport & Dalehall) to focus your delivery with. Delivery work could be carried out during the daytime, evenings, weekends and during school holidays.

Responsibilities will include, but are not limited to:

Community Development:

- Meaningful outreach and engagement with people in the local area (including wider Burslem area).
- Plan, promote, and deliver projects and shared activities to bring people together through sports, social and creative sessions, information sessions and other relevant activity.
- Work with partner organisations to plan, promote, and deliver appropriate activities (e.g. sports, art, social, creative).
- Work with local people (group or 1to1) to identify and support their personal, social, and educational development through a variety of strengths/asset-based approaches.
- Work with local people to encourage participation, co-design, and ongoing input into activities, assessing activity against national standards e.g. National Youth Agency.
- Work co-operatively with children's services, health agencies and other community-based services, to offer the most effective provision for children, young people and families.
- Build positive relationships and model pro-social behaviours to CYP and adults.
- Encourage participation in activities and challenge inappropriate and anti-social behaviour.
- Encourage local people to take part in and lead planning activities, community projects, and test and review activities.
- Co-ordinate social action projects with local people and support their fundraising initiatives.

- Lead initiatives that foster community engagement and facilitate neighbourhood improvements, working collaboratively with local residents, organisations, and stakeholders to create positive, lasting change.
- Develop new community resources in dialogue with local people in the area.
- Help to raise awareness on issues relevant to the community.
- Support the Volunteer Co-ordinator to identify and promote appropriate volunteering opportunities.
- General administrative duties.

Team Management:

- Develop and monitor a Community Development Plan which incorporates goals and objectives that work towards the strategic direction of the organisation.
- Work with the Development Team to prepare an annual budget for your team that you will manage and report on.
- Approve expenditures within the authority delegated to you.
- Oversee the effective and efficient day-to-day function of your team, supporting delivery of activities and projects. This will include supporting new project set up, ongoing monitoring and capturing of data, as well as ensuring policies and procedures are followed.
- Carry out regular 1-1 meetings and support the wellbeing and development of your team.
- Ensure that the output of your team meets the expectations of the community, Board and funders.
- Assist in recruitment of paid employees and volunteers.
- Support the Youth and Families Lead to develop the Middleport Matters' Youth and Families Programme and to co-ordinate delivery alongside the Youth and Families Worker and other staff.
- Monitor staff performance and capability through quarterly reviews, appraisals, and ongoing support.
- Coach and mentor staff as appropriate (including induction into the organisation).
- Support the organisation's Learning and Development policy, through identification of training needs, delivery of informal training (1-1 and group), and sharing external opportunities.
- Manage staffing levels in times of sickness and annual leave to ensure community activity is not disrupted.
- Discipline staff when necessary, using appropriate techniques; release staff when necessary, using appropriate and legally defensible procedures.
- Foster effective teamwork between your team and the wider organisation, seeking opportunities for shared projects across teams.
- Regularly review and update documentation in relation to your team, including policies and procedures.

Project/Business Development:

- Work alongside the fundraising team to support the organisation's fundraising efforts, including developing projects and assisting with fundraising events to secure necessary resources and funding.
- Monitor project progress, including data collection, capturing photos and other evidence requested by our funders.
- Prepare progress reports, research findings and case studies using a variety of methods (written, spoken, video etc.).
- Report on activity in appropriate ways as and when required: Board Reports quarterly, input into staff appraisals annually, monitoring and evaluation of projects etc.
- Plan, attend and co-ordinate meetings and events relevant to role and responsibilities.
- Carry out safeguarding responsibilities, including being the designated safeguarding lead on behalf of your team.
- Network and build professional relationships with other organisations to share best practice, roles, and promote opportunities.
- Support the Development Team when requested in developing and reviewing the vision and strategic plan to guide the organisation.

Community Hub Management:

- Arrange a calendar of events that meets the need of the local community.

- Co-ordinate all activity that takes place in our community venues.
- Liaise with interested groups and individuals to set up new services or bring existing services into the area.
- Ensure stock levels of resources are maintained.
- Ensure the community venues meet the needs of the activities taking place, making requests for any additional needs such as alternative furniture or room layout.

Essential Skills & Experience:

In line with our commitment to safeguarding, before being allowed to work independently within this role, you will be required to provide a satisfactory Enhanced Disclosure and Barring Service certificate (DBS). This will be arranged and paid for by Middleport Matters Community Trust after acceptance of the role.

You will need to demonstrate your understanding and experience in:

1. knowledge and understanding of community and social issues affecting Stoke-on-Trent and Middleport.
2. ability to act with integrity in all situations, no matter how pressured.
3. building positive relationships with young people, families, and professionals.
4. creative thinking and problem-solving ability.
5. always adhering to confidentiality obligations and professional boundaries.
6. offering positive and engaging activities for people to explore issues affecting them daily (development of groups and other activities).
7. the ability to empathise with people's life experiences and circumstances.
8. research and report-writing skills, including the ability to interpret or present data.
9. strong interpersonal skills which are essential to connect with young people (effective and adaptable).
10. Level 2 or above in English and Maths (GCSE, Functional Skills, Key Skills etc.).
11. a proven interest in working with communities and paid or voluntary experience in areas such as community work, social work, and/or youth work.
12. accurate and appropriate record keeping (e.g. safeguarding concerns, attendance and demographics).
13. be IT literate with a working knowledge of MS office including Word, Outlook, and Excel.
14. knowledge and understanding of leadership and management principles that relate to non-profit / voluntary organisations.
15. knowledge of financial management.
16. knowledge of project management.
17. be able to use social media appropriately and effectively to promote opportunities and share news.
18. demonstrate initiative, motivation, and self-management in the workplace.

Other information:

- This is a flexible hours contract, so each working day will vary depending on your scheduled activities for that week (with semi regular days to be agreed in advance).
- As ACHM, you will need to be accessible to your team and this means the work could include 'after school' sessions, evenings, and weekends, as well as adapted hours in school holidays, so considerable flexibility is required.
- You will have a base at one of our community locations in Middleport and will spend much of your time out and about in the community.
- In line with our Training & Development Policy, Middleport Matters will identify and support all staff in gaining appropriate qualifications and ongoing CPD.
- Travel within a working day is to be expected on occasion – appropriate business expenses will be reimbursed by Middleport Matters Community Trust in line with our Expenses Policy.
- Car driver/owner would be advantageous but not essential – the ability to travel safely, efficiently, and effectively (sometimes with resources) is more important.

- Overnight absence from home is rare but may be required on occasion, with advance notice given.

Salary: The salary range for this role is £27,500 - £30,000 per annum depending on skills and experience.