



Department:	Advice and Support
Job title:	Community Hub Coordinator
Working Hours:	25 hours per week (over minimum of 4 days)
Rate of pay:	£33,134 p/a FTE (£17.70 per hour)
Reports to:	Director of Support & Empowerment
Responsible for:	Warm Welcome Host, Volunteers and sessional workers
Location:	Mainly our head office in E12, but also in other venues around the borough of Newham as directed.

---

### About the Renewal Programme

The Renewal Programme is a well-established and respected local charity based in the London Borough of Newham. We support those who are facing multiple challenges – they might be a carer, migrant or refugee without access to public funds, suffering with homelessness, experiencing poverty, or unable to communicate in English. We empower people to reach their full potential through offering advocacy, education, temporary accommodation and a wide range of positive activities. We support over 3000 people a year and have been working with Newham communities for over 50 years.

#### Our vision

Our vision is of vibrant and integrated Newham communities where everyone has access to suitable jobs, homes, health and education.

#### Our mission

Our mission is to stand alongside those who struggle by inspiring hope and offering opportunities for connection, growth and progress.

#### Our values

DIGNITY - Treating everyone with kindness and respect.

INCLUSION - A community where everyone belongs.

COLLABORATION - Working together to achieve more.

EMPOWERMENT - Co-creating opportunities for positive change.

# NEWHAM COMMUNITY RENEWAL PROGRAMME LTD

## Role overview

The Community Hub Manager will play a crucial role in transforming the service offerings at our organisation by creating a vibrant, inclusive, and supportive strengths-based hub for marginalised groups, including asylum seekers, refugees, and residents facing isolation and homelessness in Newham. This role is central to building a welcoming environment that empowers individuals to thrive by fostering a sense of belonging, purpose, and community. This role will be integrated within our crisis support hub, and you will provide additional staffing capacity and working holistically to pivot the focus away from what is wrong towards what is strong. You will support a team of committed volunteers and staff and will ensure that the ethos and values of the charity (dignity, inclusion, collaboration and empowerment) are maintained through the work of the community hub. This project is funded by the Mercers Foundation and you will be expected to deliver in line with the funding application requirements.

## Key responsibilities

### Community Building & Engagement

- Co-create and manage a welcoming community hub that is open 5 days a week, providing a safe space for marginalised groups to connect, share experiences, and build relationships.
- Develop and lead activities and programs tailored to the needs and strengths of the community, including social, educational, and wellness initiatives.
- Facilitate a monthly steering group that empowers participants to co-produce activities and have a voice in the hub's direction.

### Support & Empowerment

- Provide appropriate encouragement, opportunity, and support to individuals, enabling them to build confidence, skills, and a sense of belonging within their community.
- Work closely with volunteers to ensure the provision of cultural and interpreting support, leveraging their lived experiences to enhance the hub's inclusivity and effectiveness.

### Partnership Development

- Maintain and strengthen partnerships with local organisations, agencies, and community groups, including the London Borough of Newham, other local charities, local hotels housing asylum seekers, and the Refugee and Migrant Forum of Essex & London (RAMFEL).
- Collaborate with internal teams and external partners to ensure holistic support for service users, integrating the hub's activities with other crisis support services.
- Liaise closely with the Community Activation and Wellbeing Coordinator to ensure seamless integration and collaboration between the Community Hub and the Manor Park Oasis project, maximizing the impact of both initiatives.

### Operational Leadership

- Lead the day-to-day management of the community hub, including coordinating volunteers and sessional workers, engaging with the food bank lead to ensure seamless operations.
- Oversee the smooth running of the community café operations, encompassing the warm meals service and line management of the Warm Welcome Host and volunteer roles.
- Ensure that the ethos and values of the charity (dignity, inclusion, collaboration, and empowerment) are maintained in all aspects of the hub's operation.

## NEWHAM COMMUNITY RENEWAL PROGRAMME LTD

### Promotion & Outreach

- Work with the marketing lead and project staff to promote the hub's activities widely, ensuring good levels of participation, particularly among vulnerable and under-represented groups.
- Conduct outreach to identify and engage vulnerable groups who would benefit from the hub's services, ensuring that all activities are inclusive and reflective of the community's cultural diversity.
- Promote the vision of the community hub and develop effective relationships with other service providers to enhance the range of services offered.

### Monitoring, Evaluation, and Compliance

- Use monitoring and evaluation tools, such as Upshot, to track participation, engagement, and outcomes, ensuring that activities are impactful and responsive to the community's evolving needs.
- Ensure compliance with all necessary regulations and legal requirements in the management of the hub space.
- Contribute to the charity's fundraising efforts by assisting in the development of new funding opportunities, writing monitoring reports, and coordinating budgets.

# NEWHAM COMMUNITY RENEWAL PROGRAMME LTD

## PERSON SPECIFICATION

### Essential Qualifications and Skill

- Experience in community engagement, project management, or a related field.
- Strong interpersonal skills with the ability to build relationships with diverse groups.
- Proven track record of developing and delivering community-based programs.
- Excellent communication skills, both written and verbal.
- IT literate, comfortable using email, calendars, and electronic record-keeping systems.
- Commitment to inclusivity, diversity, and empowerment.
- Ability to manage and motivate volunteers and sessional workers.

### Desirable Skills

- Experience managing a community hub space.
- Experience providing support, supervision, and training to volunteers.
- Experience of delivering community focussed workshops / focus groups.

### Attributes

Our ideal candidate will be a capable leader with a proven ability to manage and motivate others, bringing a creative and innovative approach to community development. Most importantly, you will be willing to put fresh ideas into action, continuously promoting the hub and ensuring its success as a vital community resource. You will be deeply enthusiastic about the aims and objectives of the Renewal Programme and be committed to placing marginalised groups at the heart of the hub's activities. You will excel in interacting with a diverse range of clients, particularly disadvantaged and marginalised groups, ensuring they feel heard, supported, and engaged. Ambitious and enthusiastic, you will be dedicated to coordinating a thriving and successful community hub, effectively overseeing day-to-day operations while also driving the hub's growth and impact. Strong communication skills, both written and oral, are essential for working with a wide range of individuals and groups, as is the ability to develop effective relationships with other service providers. You must possess a deep awareness and understanding of the issues affecting refugees, asylum seekers, and those impacted by homelessness, and demonstrate flexibility and commitment to actively contribute to the charity's development.