



Department:	Advice and Support
Job title:	Community Hub Activities Coordinator
Working Hours:	18 hours per week
Contract:	Fixed term for 12 months
Rate of pay:	£17.15 per hour
Reports to:	Transformation Hub Manager
Responsible for:	Volunteers and sessional workers
Location:	Mainly our head office in E12, with regular delivery at community venues, parks and walking routes across Newham

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.

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Role overview

The Community Hub Activities Coordinator will lead the day-to-day coordination of a one-year walking, wellbeing and social connection programme for Newham residents aged 55 and over. The programme combines a weekly accessible guided walk, delivered in partnership with other external partners with a weekly Community Connection Café facilitated by the postholder.

The postholder will build trusted relationships with residents who may be isolated, inactive, recently bereaved, living with long-term health conditions or lacking confidence to join community activities. They will coordinate outreach, referrals, venues, volunteers, safeguarding, signposting and monitoring so that participants receive a safe, welcoming and inclusive experience. The role will ensure that walking is a gateway to friendship, confidence, healthier ageing and wider practical support.

Expected working days: Three days a week (Monday/Tuesday/Friday)

Key responsibilities

Programme coordination & delivery

- Work closely with the Transformation Hub Manager to coordinate the programme from mobilisation through delivery, evaluation and close-out, in line with the agreed project plan and funder requirements.
- Coordinate weekly guided walks, ensuring clear communication about dates, meeting points, participant needs and session arrangements.
- Alongside the Community Hub Connector and Food Sustainability Coordinator, help facilitate activity sessions in the Hub including a welcoming weekly Community Connection Café, including refreshments, conversation, games or light activities, accessible health messages and opportunities for onward support.
- Maintain an effective delivery calendar and respond flexibly to weather, access issues, participant needs and other operational changes.

Participation Outreach, Engagement & Support

- Recruit 70–100 residents aged 55 and over through the Renewal Programme's services, trusted referrals, community outreach and word of mouth.
- Work closely with the Community Hub Connector to develop and maintain referral relationships with social prescribing teams, GP practices where appropriate, housing providers, voluntary and faith organisations and other local services.
- Build trusting relationships, encourage regular attendance and help participants form friendships and connections beyond individual sessions.
- Identify wider needs sensitively and connect participants to appropriate Renewal Programme or external services with the help of the Community Hub Connector, while maintaining professional boundaries and confidentiality.

Partnership & Volunteer Coordination

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- Act as the main day-to-day contact for partnerships that collaborate with these specific activities.
- Coordinate the work of volunteers, offering appropriate support, supervision and development. Work closely with the Volunteer manager to ensure projects are suitably covered and appropriate volunteering opportunities are developed and recruited for.

Safeguarding, safety and inclusion

- Apply the Renewal Programme's safeguarding, health and safety, lone-working, data protection and confidentiality procedures at all times.
- Ensure participant information, emergency contacts, session registers and consent records are accurate, current and stored securely.
- Work with delivery partners to ensure route and venue risk assessments, weather procedures, emergency arrangements and facilitator briefings are in place and followed.
- Respond promptly to safeguarding or wellbeing concerns and escalate them through the appropriate organisational route.
- Promote accessible, culturally sensitive and inclusive delivery, making reasonable adjustments wherever practicable.

Monitoring, evaluation and reporting

- 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. Write monitoring reports and track expenditure for local budgets
- 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 fundraising activities and contributing to monitoring reports.

General Responsibilities

- Always adhere to the Renewal Programme's Policies and Procedures. Maintain records according to the Confidentiality and Data Protection Policy and uphold the Renewal Programme's Equal Opportunities Policy of anti-discriminatory practices across all services.
- Adhere to Health and Safety and Safeguarding regulations and policies.
- Be proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.
- The post holder will be expected to carry out other duties consistent with the responsibilities of the post as may be reasonably requested from time to time and demonstrate flexibility in all areas of his/her work, including working at unsocial hours to cover for evening or weekend events.

PERSON SPECIFICATION

Essential Qualifications and Skills

- Experience coordinating a community, health, wellbeing or social inclusion project.
- Experience engaging and supporting older adults, adults at risk, or people experiencing isolation or disadvantage.

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- Strong interpersonal skills with the ability to build relationships with diverse groups.
- Proven track record of developing and delivering community-based programmes.
- 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 providing support, supervision, and training to volunteers.
- Fluency in a community language.

General 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 outreach and inclusion. 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 the community 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 activities in a thriving and successful community hub, effectively overseeing day-to-day operations while also contributing to 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 older people, especially those of a refugee and asylum seeker background, and those impacted by homelessness, and demonstrate flexibility and commitment to actively contribute to the charity's development.