

Recruitment Pack – Hub Coordinator

Welcome letter from the Chair Cameron Fitzwilliam Grey

On behalf of the board of trustees, thank you for your interest in joining the hub for London under the remit of Greater London Volunteering (GLV). These are incredibly exciting times for London as we progress with the establishment of an infrastructure hub for London's diverse communities and networks that make up civil society in the capital.

This role comes at a pivotal time in our journey and plan. We've worked hard over recent years to build strong, trusted and fruitful relationships across the capital. Our agile and responsive approach to addressing voluntary, statutory and business sector opportunities has always had collaboration at its foundation; the hub will have a broad remit, so wherever you come from, the important thing is you understand the support that London's civil society needs, we welcome cross-sector applications.

We have strong, trusted and productive links with London's voluntary and community sector, charitable funders, the GLA, London Councils and specialist infrastructure groups. In this role, you'll be responsible for growing these services as part of a new team to bring benefit to London.

Why join us? In short, this is your opportunity to help set up, develop and lead something special for the Capital. If you're networked, strategic in your thinking but collaborative and pragmatic in your approach, then we'd love to hear from you.

We are looking for people who can work with us to practically deliver our strategy, recognise and nurture relationships, work and respond creatively, whilst keeping an eye on the horizon. We've built the strong foundations for you; and this role is your chance to add something special and help us realise our vision...



Cameron Fitzwilliam-Grey
Chair Greater London Volunteering

1. Background Information

Greater London Volunteering has been awarded funding to set up a new infrastructure support organisation for London's civil society – currently referred to as the new hub for London (interim title). The new organisation will offer a range of support for civil society, including both charities, social action groups, community organisations among others. The Hub for London is a joining up of functions across London Voluntary Sector Service Council [LVSC](#) (now in administration) and Greater London Volunteering ([GLV](#)). It will operate under the revised charitable objectives for GLV which have been agreed by the Charity Commission and accepted by GLV's membership at an EGM. A considerable amount of work has been underway to create a new organisation that will fully meet the needs of civil society for the region moving forward. The hub aims to offer three key functions:

1. Information – data and intelligence on civil society across London
2. Networking – supporting civil society engagement and collaboration
3. Voice and Influence – increasing the influence and representation of civil society in policy and regional planning

It is important to note that this is only a working title for the organisation and we are currently developing a communications narrative and branding/website for the new organisation.

There is currently a cross-sector advisory group in place for the hub and this group have been meeting monthly to review the structure and functions of the organisation, develop a communications narrative and explore the interface with regional, specialist and local civil society groups and networks.

More details on the hub and the advisory group can be viewed [here](#).

2. Hub Roles

The hub will have a small team in place and the recruitment process for the Chief Executive is nearing completion. The hub will have the following posts:

- Chief Executive
- Programmes Manager
- Intelligence Coordinator
- Networks Partner
- Employment and Skills Policy Lead
- Hub Coordinator

3. The Hub Coordinator Role

This would be an exciting role that builds on a wider programme of work in place across London looking at Civil Society called the Way Ahead. The role will have close ties with London Councils, the GLA, London Funders and others and it aims to champion the role of civil society as part of the vital infrastructure for the region with a focus managing the operational functions for the hub.

Early work on defining a communications narrative for the hub has highlighted the need for it to create a space where civil society is promoted as a confident, ambitious and equal partner. This will be achieved by:

- Actively learning and collaborating together
- Advocating more strongly together
- Designing for systems needed by civil society in the future
- Being reflective and responsive to the needs of civil society
- Meeting the complexity of what's happening across London and articulating this collectively
- Linking and supporting all levels of civil society

The role will need to actively promote and advocate the value of civil society and be inclusive of all of London's communities. The work of the hub will take forward the recommendations by the Equalities sub group and this role will need to ensure that:

1. The hub will co-produce its work with stakeholders including actively supporting the involvement of excluded / discriminated communities and organisations 'Nothing about us, without us'
2. The hub commits to ensure all involvement and representation in its work reflects London's diverse communities including excluded / discriminated against communities
3. The work of the hub is accessible and inclusive and enables excluded / discriminated against communities and organisations to actively take part effectively
4. The hub and its work is needs led, reflecting the priorities of diverse communities and championing the value that those communities bring to London

4. Recruitment Timetable

Closing date for applications	25 th May
Shortlisting Decisions	30 th May
Interviews	13 th June

5. Governance

This work is currently supported under the remit of GLV, who have adopted a revised set of charitable objectives. GLV are undertaking a review of their existing governance arrangements and this will include the recruitment of new trustees and revised membership arrangements.

6. Background reading

For further information about the work underway on both the hub for London and the wider work on the Way Ahead please visit these links.

1. The Way Ahead – the hub is part of the wider work in place across London to look at developing effective systems to support civil society. This programme is called the Way Ahead and further details can be obtained via the [website](#) and by downloading the full [report](#)
2. The Way Ahead and Establishing a London Hub – a [report](#) commissioned by LVSC and partners on the focus for the hub.
3. Equalities principles and the Way Ahead – click [here](#) for a set of equalities principles to be embedded in the implementation of the Way Ahead
4. City Bridge Trust – the hub has received funding from City Bridge Trust for the press announcement on this funding, please click [here](#)
5. The hub overview – this [paper](#) gives an outline of the proposed structure and form for the new organisation
6. Background Information on Infrastructure - the Rocket Science report on the funding of infrastructure gives an overview of the current picture across London, and the impact of austerity on infrastructure. Please click this [here](#)
7. Local Infrastructure - A [report](#) by the CVS Directors on the Way Ahead and the interface with local infrastructure and the hub

Hub Coordinator

Job Description

Purpose	To support ¹ hub for London in the achievement of its objectives through the provision of effective operational support including communications; finance and premises administration.
Responsible to	Chief Executive
Salary	£28,000 per annum, 2-year fixed term contract
Direct reports	None
Location/Environment	Based in central London, location to be confirmed. It is likely that on occasions there will be a requirement for this role to work unsocial hours including evenings and weekends.

Main Purpose

To provide a range of organisational support activities for the hub for London. This will include supporting the communications functions, managing events, creating content for the website and maintaining all financial systems.

Principal Responsibilities and Accountabilities

Networks, Training and Events Organisation

1. To assist in the organisation of events including the development of appropriate publicity materials; setting up online booking systems; arranging speakers and undertaking event facilitation
2. To develop and maintain processes for gathering and collating participant feedback
3. To manage the organisation's event calendar

Finance

4. To carry out the day to day management of hub for London's financial processes and tasks, including; purchase orders; petty cash; invoicing; recording monies received; payments etc.
5. To assist in the setting and monitoring of budgets, including providing regular financial reports and expenditure forecasts

¹ Hub for London is a working title for the new organisation, we are currently working with communications leads to design the branding and name for the new organisation

Communications

6. To develop and manage the social media presence for the organisation, including posting communications on social media and developing and editing website content
7. To manage the production of monthly bulletins, newsletter/E-alert and other correspondence and actively promote these to stakeholders
8. To bring forward suggestions for developing new approaches to communications to reach the target audiences

Premises/Health and Safety

9. Work with premises management to ensure hub for London meets its health and safety obligations and first aid requirements
10. Work with the Chief Executive and Trustees to ensure regular risk assessments are undertaken for the organisation
11. Liaise with premises management to resolve premises issues promptly
12. To maintain the organisation's asset register; ensure IT systems are kept up to date and ensure full compliance with the General Data Protection Regulations

General duties and responsibilities as an employee

13. To work as part of a team and contribute to the overall aims and objectives of the organisation
14. To be an advocate for the organisation
15. Attend staff meetings and training as required
16. All staff are required to operate in accordance with the organisation's values, policies and procedures, including but not limited to, Health and Safety, and Data Protection

Principal working relationships

- Hub for London Staff Team
- External suppliers and service providers (i.e. website host; IT support; premises management)
- Event organisers, suppliers and guest speakers
- External stakeholders including national and regional networks and partnership organisations

The above list of duties and responsibilities is not exhaustive, and you may be required to undertake other responsibilities and training as requested and as appropriate to your role level.

CHANGES:

This is a description of the job as it is presently constituted. It is the practice of the organisation to examine job descriptions from time to time and to update them to ensure they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This would be conducted in consultation with you.

Person specification

Requirements	Essential	Desirable
Educational attainment	<ul style="list-style-type: none"> • A Level or equivalent 	
Knowledge required	<ul style="list-style-type: none"> • Excellent IT skills (microsoft Office; CRM and WordPress etc) • Knowledgeable about the civil society with experience as a volunteer or experience of managing volunteers 	
Experience required	<ul style="list-style-type: none"> • At least one year working in a marketing / communications administration role • Experience of involvement in a civil society organisation • Experience working with digital media • Experience of working in a busy office environment • Experience of event planning and facilitation • Experience of the use of web content management, editing and image manipulation packages, including Word Press and CRM systems 	<ul style="list-style-type: none"> • Experience working with analytics, both web and social media • Experience of working with community or civil society groups
Skills and aptitudes required	<ul style="list-style-type: none"> • A confident communicator across a range of channels • Strong skills in networking and liaison with external organisations • Good attention to detail 	

	<ul style="list-style-type: none">• Administrative and organisational skills• Shows an ability to work on own initiative and prioritise own workload with minimum of supervision• Exhibits a commitment to excellent customer care and maintaining a positive external image of the organisation• Works co-operatively and constructively in a team environment	
Personal qualities required	<ul style="list-style-type: none">• Displays a strong empathy with the values and vision of the civil society.• Adaptable to change, responsive, a self-starter• Displays a commitment to working positively within a framework, which values and celebrates diversity• Displays a commitment to Continuing Professional Development (CPD)	