



Community Support Officer

(This post is offered on an initial fixed-term to **30th September 2025**).

- Hours of work:** Full-time **37 hours per week**.
(Applications for **30 hours** a week over 4 days also welcomed).
- Salary:** **£24,339 FTE** (£12.65ph)
plus 4% pension contribution and healthcare support package
- Holiday:** 25 days per annum + Public and Bank Holidays – pro rata if applicable
- Responsible to:** Community Alliance Community Support Manager
- Location:** Based in our Waltham Cross and Hertford Hub locations with occasional working from the Nigel Copping Building in Stanstead Abbots.
- Purpose of Job:** To work as part of our community support team of employed staff and volunteers. Primarily, supporting the delivery and administration of Community Alliance employment and learning projects and Healthy Hub provision based in our high street hub locations.

Role and Responsibilities

Employment, Learning and Skills

Support the delivery and administration of contracted programmes including:

- **Job Smart**, a community-based project aimed at helping residents navigate the job-seeking market through access to CV writing, finding jobs online and interview skills
- **Multiply**, a government-funded programme to help adults improve their numeracy skills through community based courses and learning opportunities.
- Ensure targets are met, including course administration, data entry and course support.
- Attend all necessary training to fulfil contractual requirements.
- Support the content, planning and promotion of Community Alliance learning and skills projects, including identification of new training opportunities.
- On occasions to represent Community Alliance at meetings with partners and funders at information and monitoring meetings.
- Work closely with other employment and training services to ensure that local and national knowledge and partnership opportunities are available to Community Alliance.

Healthy Hub Support

Work closely with other Community Support Staff and volunteers to aid the delivery of:

- A single point of access for health and wellbeing services for people aged over 16, living locally.
- A delivery point for health and wellbeing services provided by partners.
- Signposting and referrals to suitable local health and wellbeing services.
- Support to help clients take action to improve their health and wellbeing
- Development of the local network of health and wellbeing services
- Health promotion activities.

Community Alliance physical Hubs and Buildings

- Liaise with and encourage current and future Hub users at both Waltham Cross and Hertford
- Build relationships and partnerships within Hub locations and surrounding high streets.
- Opening / closing hubs for users, and providing cover within the buildings.
- Signposting hub users to services and partners for support as required.
- Recording visitors to the hubs in accordance with our contractual obligations.
- Work with other Community Alliance staff to ensure an understanding of booking systems and pricing/promotion of venues managed by Community Alliance.

(Other)

- Attend community events to aid the promotion of Community Alliance projects.
- Undertake other tasks as may be required from time to time
- Work in accordance with Community Alliance policies and practice

This post requires an advanced DBS Check

Person Specification

Skills and Qualities:

- Experience of working or volunteering in a community setting
- Ability to work independently and collaboratively within a team of paid staff and volunteers
- A keen interest in people, the local community and their needs
- Understanding of VCS local infrastructure organisations and their support role
- Up-to-date IT skills and a high standard of written English and Maths
- Excellent organisational skills paying close attention to detail
- Good communicator and interpersonal skills
- Ability to be flexible, plan, prioritise and manage workload and deadlines
- Ability to help individuals prioritise and action plan in order to successfully achieve their objectives.
- Ability to speak at meetings, make presentations, write reports and take minutes.
- Understanding of diversity issues and commitment to equal opportunities
- Access to public transport, ideally own transport and clean Driving Licence
- Flexible attitude to working hours
- Friendly and approachable personality with a sense of humour desirable