

## Job Description – Community Hub Coordinator

### The Charity

Independent Arts is a charity that changes lives through art. Based and working exclusively on the Isle of Wight, the charity works with some of the most vulnerable residents of all ages. We support young and old alike, through a range of programmes that tackle social isolation, anxiety and mental health. Employing the services of freelance artists across a range of genres from singing to sculpture, the charity is a little-known gem of a charity that is well-loved by its beneficiaries and stakeholders alike. Established since 1987, the charity is under new leadership and has a new vision to support the Island's residents health and well-being through the therapy of arts and to be the go-to charity for partnership, collaboration and innovation.

This new role, **Community Hub Coordinator** cements our place in the community putting our work on the High Street from our PPUG Arts Hub.

The rationale for this role comes from the need for the charity bring their work to new audiences, reaching new people of all ages across the Island. This position will be based in our hub, being the initial contact with the work of Independent Arts both face to face and digitally. You will be part of our community team, working closely with our Community Connector, Community Fundraiser and Community Engagement Manager to support our beneficiaries in our community workshops and signposting to projects and services in the local area.

Team : Community
Reporting to: Community Engagement Manager
Direct reports: none

### This year

Coronavirus has presented a challenge for Independent Arts – we have lost an important income stream from our work in care homes, which was unrestricted income and must be replaced. At the same time, we have challenged ourselves to be more digital in our approach whilst recognising a huge island wide digital inequality – that we have the shared goal with others on the Island to tackle. As an arts based community organisation we are ideally poised to use digital and to enable digital in our work; we form longstanding trusted relationships with our current funders, partners and beneficiaries; we have committed volunteers and arts practitioners who are also our eyes and ears. We need to focus now on 'show & tell' as a strategy, to ensure that our story is told, our voice heard and that we reach out to everyone on the Isle of Wight who could benefit from, or support, our vital work.

### Job Purpose

- To create a warm face to face welcome to all who contact Independent Arts, including new participants or those who have been with us many years. To handle initial enquiries which can be wide ranging from volunteering enquiries to descriptions of our current work and exhibitions.
- To support workshops held in our Suite Three studio, to provide a welcoming space in both the studio and high street hub. This support can take many forms from being a messenger, through to ensuring there are enough biscuits on the table.
- Maintaining the ethos of access to quality arts for all.

## **Key tasks and duties**

### Hub Space and Admin

- The day to day opening of the PPUG Hub space. Including working alongside our team of volunteer gallery assistants.
- The welcome! This includes both face to face and digital interactions. Working with enquiries via email, telephone and interactions on social media and webchat. This is very much a front of house role.
- Working closely with our community team to help support marketing and fundraising activities to raise the profile of the charity.
- Working collaboratively with our Community Connector, signposting to our services, their service and other services of support and activities as required.
- Ensuring the Hub is a safe and welcoming space for all.
- Working closely with all members of the Independent Arts team to help prepare for workshop sessions & events, practitioner meetings and team meetings.
- Support the Community Engagement Manager to create a good quality and comprehensive record keeping system for participants. This will include personal and outcomes evaluation data.
- General day to day administration tasks including banking, donation reconciliation, post runs, purchasing resources for sessions.
- Working alongside our small office volunteers team supporting them in basic administration tasks.

### Suite Three Studio

- Work alongside the community team to ensure that the workshop space is prepared and resourced for the day's sessions.
- Support practitioners and volunteers running sessions in The Studio and other community venues in Newport.
- Supporting the Community Engagement Manager in collecting data from participants for evaluation purposes.

### General

- Be an ambassador supporting Independent Arts vision and raising our profile
- Maintain and expand knowledge in links between the arts and health and wellbeing
- Maintain and expand knowledge about signposting services for hub visitors
- Ensure our community message is honest, open, inclusive and that our staff, volunteers and beneficiaries are safe and supported

## Community Hub Coordinator - Person spec

Attributes/skills	Experience
Personable, outgoing, sunny disposition	2-3 years working in either a retail, hospitality, marketing or arts based role
Confident to handle queries from the public	Knowledge of the Isle of Wight and the communities that the charity serves
Skilled communicator – articulate and written	Recent office type role with significant responsibility for administrative tasks
Excellent administrator and organiser	Previous experience as a charity front line or support worker or significant volunteering experience would be an advantage
Confident with digital marketing – able to create and respond to posts (Facebook, Twitter, Instagram) and produce digital newsletters	Knowledge of arts as a health and wellbeing tool would be an advantage.
Good IT skills	Eye for detail and exacting standards are a key part of this role.
Team player, also able to work under own initiative with low level supervision	
Genuine interest in the aims of the charity	

**Working hours:** 9.30-4.00 pm daily with a 30 minute lunch break. Monday to Friday. Ideally we'd like Saturday cover, rotating a day off in the week – as resources allow.

**Salary:** £14,820 pa for 30 hrs a week @£9.50 ph.

**Holidays:** pro rata for part time 25 days plus statutory bank holidays

### Application process

Via Application form to [info@independentarts.org.uk](mailto:info@independentarts.org.uk)

Please note there will be a rolling selection in place, so candidates are advised to apply early.

Deadline for all applications 10<sup>th</sup> September

### Timing

- Rolling review of applications– first interviews by video call.
- Some sort of assessment exercise will be included in the process.
- Final interview (tbc) September.