



Job Description

Role title	Service Officer
About Us	<p>Spring Community Hub exists to ensure that no one in our community goes hungry. But we don't just provide food – we work alongside people to help them escape poverty, build confidence, and find community.</p> <p>We offer a range of support including advice and advocacy services (employment, immigration), youth clubs, holiday activities, women's groups, a clothing bank, and food-related services such as a food bank, social supermarket, and now, our growing network of community cafés.</p> <p>Mission</p> <p>The mission of SCH is that through a 'Community Hub' and full activity programme, local people in or at risk of crisis will be supported along their journey to move on and achieve full social, economic and emotional independence to live healthy lives in a community which supports each other.</p> <p>Vision</p>

	<p>Our vision at Spring Community Hub is to tackle food insecurity and hunger before people find themselves in crisis. We want to see equality in our communities and be a vehicle for positive and lasting change in our clients so that they never need a Food Bank again.</p> <p>Values</p> <p>These are our Principles, ideals, and characteristics that define the culture, standards and aspirations of the organisation.</p> <p>An organisation that is driven by people with integrity and commitment to the cause.</p> <p>We believe in leadership, development, growth, and continual learning.</p> <p>Ensuring fairness, equity and equality.</p> <p>Creating a place of respect, kindness and dignity for all.</p> <p>A healthy environment where people have fun and can be creative.</p>
<p>Salary</p> <p>Contract</p> <p>Hours of work-</p>	<p>£16,224 per annum</p> <p>12 Months Contract. (Subject to further funding)</p> <p>Part-Time, 20 hours over 5 days</p> <p>Term Time</p> <p>Monday, 1.30 pm - 6.30 pm Wednesday 1.30 pm - 6.30 pm Thursdays - 1.30 pm - 6.30 pm Fridays 9 am - 2 pm Saturdays 9.30 am - 2.30 pm (including 1 hr unpaid lunch)</p>

	<p><u>School Holidays</u></p> <p>Monday - 9.30 am - 2.30 pm Tuesday - 9.30 am - 2.30 pm Wednesday 9.30 am - 2.30 pm Thursdays 9.30 am - 2.30 pm Saturdays 9.30 am - 2.30 pm</p> <p>(including 1 hr unpaid lunch)</p> <p>Working from our Offices and Centres and in the community/outreach locations</p> <p>The post holder must be flexible to work evenings and weekends to meet client and community needs.</p> <p>There will be work/training outside of office hours, including evenings and weekends, with appropriate time back in lieu.</p>
Main Purposes of Job and Key Tasks	<p>Do you have an empathic personality and want to work in a challenging but rewarding field? Spring Community Hub has an exciting opportunity to recruit a Service Officer</p> <p>The Service Officer will play a crucial role in supporting the mission of our charity by providing comprehensive assistance and advocacy services to individuals and families in need. This position will involve engaging with diverse communities and ensuring that all services are delivered with cultural sensitivity.</p> <p>The Service Officer will work collaboratively with staff and volunteers to deliver Food Bank services, Activity Camps, and Afterschool club, advice and advocacy support, clothing assistance, cooking programs, and Social Supermarket Operations, as well as support initiatives for the elderly, individuals experiencing poverty and isolation, and families with children.</p> <p>The post holder must be an enthusiastic and motivated person to coordinate and manage our Food Banks, Community Café, and Social Supermarket, including the supervision of its</p>

	<p>volunteers/staff, as well as planning, organising, and implementing supermarket collection.</p> <p>The post holder will be required to be flexible to the changing needs of the organisation and, as such, undertake tasks and responsibilities not specifically listed here but relevant to the smooth running of SCH, including general office and administrative tasks and aspects of service delivery, as directed by the Leadership Team/ CEO and trustees.</p>
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About the Role / Key Responsibilities**Programme Planning, Delivery and Implementation**

- To design and deliver the Activity Camps, After School Club and Youth Clubs Programme calendar, curriculum, and events that are outcomes-focused, educational, and engaging, and enable young people to develop a range of skills appropriate to their needs.
- Working with Children, young people, and their families to build services that meet their needs, wants, and aspirations of the individual.
- Work in Collaboration with the Leadership Team to oversee the work of the Spring Activity Camps Coordinators to design and develop a range of activities, workshops, and programmes to meet the needs of our children, young people, and their families
- Collaborate with other staff members, volunteers, and external partners to deliver engaging, fun, and impactful activities
- Ensure all activities align with the organisation's mission and values and promote personal growth, inclusivity, and well-being.
- Oversee and coordinate the operations of Food Services
- Assist clients in accessing food bank services, ensuring they receive the necessary support with dignity and respect.
- Maintain inventory management for food items and coordinate food drives and partnerships with local suppliers.
- Developing and coordinating effective stock control systems, arranging timely transportation of collections and deliveries, and meeting legislative standards - i.e., Health & Safety/Environmental Health.
- Provide and oversee assessments of guests, customers, and service users on a one-on-one/group basis to ensure they receive adequate advice/signposting and support on benefits, housing, financial support, and other relevant issues impacting clients' well-being. Work in collaboration with the Advice and Advocacy team.

<p>Person Specification</p>	<ul style="list-style-type: none"> • Experience in working with children and young people, in particular individuals who are experiencing significant Poverty and Inequality and may also have multiple and complex needs. • The ability to communicate effectively with a wide variety of people and establish and maintain good working relationships with Partners and external stakeholders • Proven Line Management and Supervisory experience • Willingness to undertake further training as required by Spring Community Hub • Commitment to the concept of continuous improvement of procedures and practices • Ability to remain calm in challenging situations and reinforce boundaries • Ability to support people in managing difficult feelings, and communicate their needs effectively • Knowledge of best practice for lone working, data protection, and safeguarding adults • Ability to recognise and work within the boundaries of the role, including confidentiality, and the working protocols between agencies • Strong sense of self, and ability to set and maintain boundaries and lead by example • Ability to communicate effectively in person on a one-to-one basis and with groups, as well as over the telephone and in writing • Excellent listening skills • Ability to work collaboratively with colleagues and others. • Understanding of the needs of disadvantaged, disaffected, and vulnerable people, and the ability to work with them in a positive way
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Qualifications and Skills:

- Qualifications/Experience in a relevant field (e.g., social work, Counselling, psychology, Information Advice and Guidance, Education, or related disciplines). A master's degree is desirable.
- Proven experience in Programme Planning and Event Management, preferably within a Charity, Community, Education, or similar setting.
- Strong organisational, Project Management and Prioritising abilities, with impeccable attention to detail.
- Excellent communication and interpersonal skills, with the ability to interact effectively with participants, volunteers, and external partners.
- A compassionate and empathetic approach, with a genuine interest in the well-being of others.
- Knowledge of safeguarding policies and procedures, including child protection and vulnerable adult support.
- Proficiency in using relevant software for record-keeping and report generation.
- Empathy and compassion for individuals facing hardship
- Strong organisational and problem-solving skills.
- Proficiency in Google Workspace and databases, and experience with client management and other IT / Project Management systems.
- - Cultural competence and sensitivity to diverse backgrounds and experiences.

- A degree in social work, community development, or a related field is preferred.

- Experience working in a charity or community service environment, particularly with vulnerable populations.

	<ul style="list-style-type: none"> - Strong communication and interpersonal skills, with the ability to build rapport with diverse groups. - Understanding of issues related to poverty, housing, and social welfare systems. - Ability to work both independently and as part of a team
Commitment to Equal Opportunities	<p>All Staff, Contractors, Freelancers, and Volunteers have a legal and moral responsibility to ensure that Spring Community Hub is free from discrimination, harassment, and bullying</p> <p>We are an equal opportunities employer and we welcome applications regardless of sex, gender, and race, age, belief in any religion and none, gender identity, ethnic origin, class, sexuality, nationality, appearance, unrelated criminal activities, disability, responsibility for dependents, part-time or shift workers, being HIV positive or living with AIDS, lived experience of Significant Poverty or Inequality and any other matter which causes a person to be treated with injustice.</p> <p>We believe diversity is a strength, and we aim to make sure that SCH reflects the communities we serve.</p> <p>SCH is consciously working towards our organisation being a place where everyone can bring out their skills and talents and make their best contribution to our mission to support our guests along their journey to move on and achieve full social, economic, and emotional independence to live healthy lives in a community that supports each other.</p> <p>We know that the more perspectives, voices, and experiences we can bring to this work, the better. We particularly welcome applications from people who have lived experience of Significant Poverty and Inequality and people from all marginalised groups, communities, and backgrounds.</p>
Responsible for staff/equipment	Spring Activity Camp Coordinators/Bank Staff/Facilitators and Sessional Volunteers/Partnerships/Phone/Laptop
Reporting to...	<ul style="list-style-type: none"> • Spring Activity Camp/Pastoral Manager
Why Join us / Benefits	<ul style="list-style-type: none"> • A warm, welcoming, and passionate working environment.

	<ul style="list-style-type: none"> • People-focused with a friendly and supportive workplace culture • We are a London Living Wage Employer • An active commitment to equality and diversity • We offer continuing opportunities for learning, and personal and Professional development together with regular supervision, training, and support for all our staff and Volunteers. • Generous annual leave entitlement: 33 days annual leave (including bank holidays) • Company pension scheme. • Frequent Team Away Days and Celebrations, as part of a friendly and collaborative team
How to Apply	<p>Interested candidates should first complete the application form. Then, if suitable will be invited to forward their CV and a maximum of an A4 cover letter stating what makes you suitable for the role to the Operations Manager @ recruitment@springcommunityhub.org.uk</p> <p>Once your application has been reviewed we will contact you by phone for an initial conversation.</p> <p>Closing Date: This is on a rolling basis.</p>
Application process:	<ol style="list-style-type: none"> 1. Complete our Application form 2. Submit your CV with a Supporting Statement. 3. Initial Telephone interview - shortlisted candidates will be invited for a Telephone interview 4. If you are shortlisted from the Telephone Interview, you will be invited to a formal interview, which will consist of the following: <ul style="list-style-type: none"> • A Presentation topic will be shared with you in advance

	<ul style="list-style-type: none"> • 60-minute Panel Interview with members of the SLT / Board of Trustees • Questions will be shared with you before the interview so that you can prepare. • Role-specific Practical Task
Accessibility	<p>We want our recruitment process to be as accessible as possible. If you need us to make an adjustment or provide additional support as you apply for a role, please contact our Compliance and Development Manager</p> <p>(selina.boshorin@springcommunityhub.org.uk)</p> <p>to discuss how we can help.</p>