

**Haverhill Town Council**

**Health and Wellbeing Hub Assistant Manager**

**30 hours per week**

**£27,254 pro-rata + Pension**

Planned to open in January 2026, the Haverhill Health and Wellbeing Hub will have a lively, friendly team of people delivering a wide range of health-related wellbeing services to the people of Haverhill. We are looking for an effective assistant manager, to support the hub manager in ensuring the hub delivers the best possible outcomes for clients.

You will assist managing the building and co-ordinating room hire, as well as supporting the co-locating and co-operation between the services operating at the hub.

Other work associated with the administration of the hub would also form part of the activity of the postholder, as well as absence cover for the Manager.

Saturday working, flexibility on working hours is essential and the opportunity to work additional hours on occasion to cover other aspects of activity will be available depending on the background and experience of the applicant.

*We are an equal-opportunities employer and are keen to ensure the Health and Wellbeing Hub reflects the local population it serves. For more information and an informal discussion, please contact [colin.poole@haverhill-tc.gov.uk](mailto:colin.poole@haverhill-tc.gov.uk) For an application pack email [admin@haverhill-tc.gov.uk](mailto:admin@haverhill-tc.gov.uk) or go online at [www.haverhill-tc.gov.uk/vacancies](http://www.haverhill-tc.gov.uk/vacancies)*

*Please email applications to [admin@haverhill-tc.gov.uk](mailto:admin@haverhill-tc.gov.uk) by 9am on Monday 24<sup>th</sup> November. Applications will only be considered with a completed application form attached. Interviews will take place during the last week of November.*

## **Haverhill Town Council**

### **JOB DESCRIPTION**

|                         |                                                                    |
|-------------------------|--------------------------------------------------------------------|
| <b>Post Title:</b>      | Health and Wellbeing Hub Assistant Manager                         |
| <b>Responsible to:</b>  | Health and Wellbeing Hub Manager                                   |
| <b>Responsible for:</b> | Supporting the operation of the Haverhill Health and Wellbeing Hub |
| <b>Hours:</b>           | 30hrs, over 4 days including Saturdays                             |
| <b>Salary:</b>          | SCP 9 pro-rata, currently £27,254 for 37-hour week                 |
| <b>Holidays:</b>        | 25 days per year plus bank holidays                                |

### **Overall Responsibilities**

The purpose of the job is assisting in the coordination of the service providers in their delivery of activities based at the Health and Wellbeing Hub, which promotes positive mental health and wellbeing to residents and provides a venue for seasonal health services such as vaccination clinics.

### **Key Responsibilities and Activities**

#### **1. Planning and Organisation**

- a. Assist the Hub Manager to ensure the hub offers a varied and inclusive timetable of support during its opening hours which reflects the health and wellbeing needs of the community
- b. Maintain the bookings diary to maximise the use of the building for the benefit of the public.
- c. Support the provision of a welcoming café (operated by a third party).

#### **2. Staffing of the Hub**

- a. Work with the Hub Manager, partner managers and HTC colleagues to ensure cover for periods when you are absent.

#### **3. General Administration**

The role is primarily to assist the Hub Manager in:

- a. Liaising with colleagues to ensure consistency of record keeping for reporting purposes.
- b. Co-ordinating the venue diary in relation to contractors, cleaning, maintenance etc.
- c. Maintaining a good relationship with contractors and colleagues to ensure building issues are dealt with promptly and effectively.
- d. Being the first point of contact for general enquiries.
- e. Responding to customer in-person, email and telephone queries promptly and warmly.

**4. Events and hires administration**

- a. Be the point of contact for hires and bookings of the Health and Wellbeing hub bookable space and ensure an effective booking process.

**5. Other**

- a. Have an understanding of the work and aims of the Health and Wellbeing Hub, Mental Health Action Group and Haverhill Town Council.
- b. Undertake training and development relevant to the role.
- c. Attend meetings as requested.
- d. Any other duties as reasonably requested.

## PERSON SPECIFICATION

### Health and Wellbeing Hub Assistant Manager

| Essential                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Desirable                                                                                                                                                                                                                                                                                           | How Tested                                  |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|
| <b>Qualifications</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                     |                                             |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | NVQ 2 in administration, or equivalent                                                                                                                                                                                                                                                              | Application Form                            |
| Good fluency of spoken and written English                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                     | Compliance with S7 s77 Immigration Act 2016 |
| Good standard of numeracy<br>Ability to use Word and Excel                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                     | Interview and application form              |
| <b>Experience</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                     |                                             |
| .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Experience of working in an administrative capacity                                                                                                                                                                                                                                                 | Application Form / Interview                |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Experience of maintaining a booking diary and co-ordinating room use                                                                                                                                                                                                                                | Application Form / Interview                |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Working with health professionals                                                                                                                                                                                                                                                                   | Application Form / Interview                |
| <b>Special Aptitudes</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                     |                                             |
| <p>Reliable and well organised.</p> <p>Good communication skills.</p> <p>Able to work well under pressure.</p> <p>Able to work well without supervision.</p> <p>Able to respond quickly and efficiently to solve operational problems.</p> <p>Accuracy and attention to detail and the desire to see jobs through to completion</p> <p>Good interpersonal skills</p> <p>Professional, enthusiastic and self-motivated</p> <p>Clean and smart appearance</p> <p>Willing to work occasional unsociable hours.</p> | <p>An understanding of mental health issues.</p> <p>Be aware of Haverhill Town Council's activities to be able to discuss them competently with customers.</p> <p>An understanding of how strong administrative support contributes to the Health and Wellbeing Hub commitment to customer care</p> | Application Form / Interview                |