

Haverhill Town Council

Health and Wellbeing Hub Manager

30 hours per week

£30,024 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 need an experienced manager who is able to paddle hard under the water, so that the different agencies using the hub can deliver their services holistically, building on the advantages that co-location brings.

You will be managing the building and room hire, but more importantly you will be working directly with other organisations to build new liaisons to maximise the potential of the Hub. Experience of liaising with managers from different departments, third-party agents, event planning, fundraising and good customer service will therefore stand you in good stead to do a job like this. Accuracy, clarity and timeliness are key characteristics we are looking for.

Other work associated with the administration of the hub would also form part of the activity of the postholder.

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 For an application pack email admin@haverhill-tc.gov.uk or go online at www.haverhill-tc.gov.uk/vacancies

Please email applications to admin@haverhill-tc.gov.uk by 9am on Monday 24th 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

Post Title:	Health and Wellbeing Hub Manager
Responsible to:	Deputy Town Clerk
Responsible for:	All aspects of operation of the Haverhill Health and Wellbeing Hub
Hours:	30hrs, over 4 days including Saturdays
Salary:	SCP 15 pro-rata, currently £30,024 for 37-hour week
Holidays:	25 days per year plus bank holidays

Overall Responsibilities

The purpose of the job is coordinating 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. Coordinate and liaise with key stakeholders, including the Haverhill Mental Health Action Group, 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).
- d. Explore and recommend system and process optimisation.

2. Staff Administration

- a. Work with and oversee the work of the Assistant Manager.
- b. Oversee the work of volunteers.
- c. Consult with the Assistant Manager, partner managers and HTC colleagues to ensure cover for periods when you are absent.

3. General Administration

- a. Liaise with colleagues to ensure consistency of record keeping for reporting purposes.
- b. Maintaining basic supplies of sundries and stationery.
- c. Co-ordinate venue diary in relation to contractors, cleaning, maintenance etc.
- d. Maintain a good relationship with West Suffolk Property Services, HTC community wardens and tech officers to ensure and building issues are dealt with promptly and effectively.
- e. Be the first point of contact for general enquiries. Respond 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.
- b. Ensure fair but economically worthwhile lettings are achieved to ensure the continuing financial sustainability of the Health and Wellbeing Hub.

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. Apply for grants and other third-party funding.
- c. Undertake training and development relevant to the role.
- d. Attend meetings as requested.
- e. Any other duties as reasonably requested.

PERSON SPECIFICATION

Health and Wellbeing Hub Manager

Essential	Desirable	How Tested
Qualifications		
	NVQ 3 in administration, or equivalent	Application Form
Good fluency of spoken and written English		Compliance with S7 s77 Immigration Act 2016
Good standard of numeracy Ability to use Word and Excel		Interview and application form
Experience		
Experience of working in a busy office environment in an administrative capacity.	Previous experience of managing a similar public facing environment.	Application Form / Interview
Working in a supervisory capacity	Experience of supervising reception/hospitality/customer-facing staff Experience of supervising volunteers	Application Form / Interview
	Experience of maintaining a booking diary and co-ordinating room use	Application Form / Interview
Administrator experience in a senior capacity	Working with health professionals	Application Form / Interview
Special Aptitudes		
Reliable and well organised. Excellent communication skills. Able to work well under pressure. Able to plan and prioritise your workload and work well without supervision. Able to respond quickly and efficiently to solve operational problems. Accuracy and attention to detail and the desire to see jobs through to completion An understanding of how strong administrative support contributes to the Health and Wellbeing Hub commitment to customer care Excellent interpersonal skills Confident, professional, enthusiastic and self-motivated Clean and smart appearance Willing to work occasional unsociable hours.	An understanding of mental health issues. Be aware of Haverhill Town Council's other activities to be able to discuss them competently with customers.	Application Form / Interview