

Hub Coordinator Job Description

Location: Gloucester Foodbank – Head Office

Hours: Part-time, 16 hours per week - 11:00am-3:00pm, Monday, Wednesday, Thursday and Friday with 5.6 weeks paid annual leave plus bank holidays

Contract: Fixed-term (2 years, subject to successful completion of 3-month probation period)

Salary: £13.62 per hour (equating to a salary of £11,331.84 per year)

Reporting to: Foodbank Director / Senior Management Team

Purpose of the Role

The Hub Coordinator will lead the delivery and development of Gloucester Foodbank's welcoming hub model, transforming the head office from a transactional food collection point into a relational, community-focused space. This role is central to implementing the organisation's strategic vision of creating community hubs that foster inclusion, wellbeing and connection, where people can access not only food, but holistic, people-centred support.

In line with the Advice First Model, the Hub Coordinator will ensure that every interaction prioritises meaningful conversations, tailored signposting and access to appropriate advice, helping individuals address the underlying causes of food insecurity and reduce long-term reliance on emergency food provision.

The role exists to create a warm, dignified environment where people are welcomed, listened to, and supported to move towards sustainable solutions, while coordinating volunteers and working alongside partner organisations to deliver high-quality, person-centred support.

The Hub Coordinator will run hub sessions, coordinate and train volunteers, ensure high-quality supportive conversations and signposting, and work closely with on-site advice partners to help people address the underlying causes of food insecurity.

Values & Commitment

The Hub Coordinator will uphold the values of Gloucester Foodbank and the Trussell network, helping embed a long-term shift towards dignified, relational support.

Key Responsibilities

<p>Hub Session Delivery</p> <ul style="list-style-type: none"> • Lead and oversee daily hub sessions (12–2:30pm), ensuring the space is welcoming, calm and inclusive • Welcome people accessing the foodbank, offering refreshments and a warm, respectful introduction • Ensure people can be issued with foodbank vouchers on site where appropriate • Facilitate unhurried, one-to-one conversations focused on listening, dignity and choice • Ensure safeguarding, health & safety, and data protection procedures are followed at all times 	<p>Volunteer Coordination & Support</p> <ul style="list-style-type: none"> • Recruit, organise and rota volunteers to support hub delivery • Provide clear roles, guidance and ongoing support to volunteers during sessions • Foster a positive, inclusive volunteer culture reflecting the Cup of Tea approach • Act as the main point of contact for volunteers during hub hours
<p>Training & Development</p> <ul style="list-style-type: none"> • Organise and deliver volunteer training including: <ul style="list-style-type: none"> – Active listening and supportive conversations – Trauma-informed and strengths-based practice – Signposting and local support pathways • Identify training needs and arrange refresher sessions • Support volunteers to feel confident and well-supported 	<p>Signposting & Onward Support</p> <ul style="list-style-type: none"> • Ensure everyone attending the hub is offered a tailored signposting conversation • Maintain up-to-date knowledge of local services and support pathways • Coordinate access to on-site financial, benefits, budgeting and debt advice • Support referrals and follow-up in line with data protection guidance
<p>Lived Experience & Continuous Improvement</p> <ul style="list-style-type: none"> • Gather feedback through conversations and simple surveys • Support lived experience involvement, including feedback panels • Ensure feedback informs ongoing improvements • Share “you said, we did” messages 	<p>Monitoring, Recording & Reporting</p> <ul style="list-style-type: none"> • Record hub activity and signposting actions • Contribute to monitoring and evaluation of the project • Provide feedback to the Director and Trustees

Person Specification

<p>Essential</p> <ul style="list-style-type: none"> • Passionate about helping others • Strong interpersonal and listening skills • Experience coordinating people in a community or support setting • Ability to manage a welcoming, supportive environment • Good organisational skills • Commitment to dignity, inclusion and non-judgemental support • Willingness to work within safeguarding and confidentiality frameworks 	<p>Desirable</p> <ul style="list-style-type: none"> • Experience working with people experiencing poverty or crisis • Experience coordinating people in a community or support setting • Knowledge of welfare benefits, debt or advice services • Experience of volunteer training or facilitation • Understanding of trauma-informed approaches • Lived experience of poverty or foodbank use (valued)
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