



Shoreditch Trust Hub Host: Volunteer Role description

Reports to: We Connect Programme Lead – Community Builder

Hours: Variable hours by rota, occasionally evenings and weekend work

Duration: Ongoing

Based at: Shoreditch Trust Community Hubs – St Anne's and Hoxton Street and Aldgate Centre

Introduction

Shoreditch Trust works to create a future free from inequality. Our people-focused and peer-support approach enables us to design services around the needs of those we support, building individual and community leadership and helping people achieve their goals. With over 20 years' experience, we deliver community-based health and wellbeing programmes that strengthen social networks, improve outcomes and create pathways to opportunity.

We focus on communities experiencing health, social and economic inequalities, including women during pregnancy and early parenthood, young people at risk, stroke survivors, socially isolated older people and individuals living with long-term health conditions.

Through our We Connect programme and community hubs, we create welcoming spaces where local people can build relationships, access support, improve wellbeing and become more connected to their communities.

Purpose of the Volunteer Role

The Volunteer Community Hub Host plays an important role in creating a welcoming, inclusive and accessible environment across Shoreditch Trust's community hubs.

As one of the first people visitors meet, you will help create a positive experience for residents, partners, volunteers and service users by providing information, answering queries and helping people connect with the right activities, services and opportunities.

Working alongside the We Connect team and wider Shoreditch Trust staff, you will promote the work of Shoreditch Trust and We Connect, strengthen community connections and help ensure that everyone who visits our hubs feels welcomed, valued and supported.

Key Responsibilities

Community Welcome and Navigation

- Welcome residents, visitors, volunteers, staff and partner organisations to the hub.
- Help community members access the appropriate Shoreditch Trust services, activities and support.
- Provide information about We Connect activities, events and opportunities.
- Support visitors to navigate and connect with other relevant team, services or partner organisations.
- Promote community participation and encourage people to engage with local activities and services.

Community Building and Engagement

- Help strengthen community trust, visibility and participation within Shoreditch Trust hubs.
- Promote a warm, welcoming and inclusive atmosphere.
- Encourage residents to share feedback and ideas that help improve services and activities.
- Support community events, outreach activities and engagement initiatives where appropriate.
- Act as a positive ambassador for Shoreditch Trust and We Connect.

Supporting Hub Operations

- Help maintain a safe, welcoming, organised and accessible environment.
- Assist with room preparation and resetting spaces before and after activities.
- Support with basic administrative duties, bookings and appointments as required.
- Ensure information displays and promotional materials remain up to date and accessible.
- Report maintenance, health and safety or safeguarding concerns to the appropriate staff member.
- Support staff with general day-to-day hub activities where required.

Collaborative Working

- Work positively and collaboratively with staff, volunteers, residents and partner organisations.
- Attend training, supervision and volunteer meetings.
- Contribute to a culture of learning, inclusion and continuous improvement.
- Follow all Shoreditch Trust policies and procedures.

Person Specification

Essential

- Friendly, welcoming and approachable.
- Strong communication and listening skills.
- Commitment to supporting diverse communities.
- Ability to work respectfully with people from different backgrounds and experiences.
- Reliable and dependable.
- Willingness to learn about local services and community resources.
- Commitment to Shoreditch Trust's values and mission.

Desirable

- Experience in customer service, community work, hospitality, reception or volunteering.
- Knowledge of Hackney and City of London communities.
- Basic IT skills.
- Additional community language skills.
- Interest in health, wellbeing and community development.

Training and Development

Volunteers will receive a full induction and ongoing support from Shoreditch Trust.

Training opportunities may include:

- Safeguarding
- Equality, Diversity and Inclusion
- Customer Service
- Health Improvement Awareness
- Mental Health Awareness
- Community Engagement
- First Aid Awareness
- Other relevant learning and development opportunities

Values and Commitments

Shoreditch Trust is guided by the values of Equality, Connection, Compassion, Independence and Flexibility, with a strong commitment to anti-racism, safeguarding and inclusion.

We are committed to creating welcoming and inclusive spaces where everyone is treated with dignity, respect and fairness and where diversity is celebrated.

Safeguarding and Recruitment

Shoreditch Trust is committed to safeguarding and promoting the welfare of children, young people and adults at risk. We expect all volunteers to share

this commitment and to work in accordance with our safeguarding policies and procedures.

All volunteers will receive safeguarding training appropriate to their role. The Trust follows safer recruitment practices and may require references and DBS checks where appropriate to the nature of the volunteer role.

This volunteer role description is intended as a guide to the main responsibilities and requirements of the role and may be amended to reflect the changing needs of Shoreditch Trust and the communities we serve.