

JOB DESCRIPTION

Post title:	The Hub General Assistant
Academy:	Sedgefield Community College
Reporting to:	The Hub Manager
Salary/Pay range:	£14.86 per hour
Hours of work:	27 hours per month

Purpose of Job

To ensure the smooth function of the Hub. You will be required to work between 4:45pm and 9:45pm weekdays and weekends between 9:45am and 1:15pm on a rota basis. There may on occasion be the requirement to work outside of these hours, or more than these hours, so the successful candidate must be willing to be flexible.

Main Duties and Responsibilities

- Answering the telephone and recording accurate messages.
- Adding / deleting bookings on the bookings system (SchoolHire) and communicating changes with OCS (Facilities Management Team).
- Routine recording keeping.
- Basic administrative duties.
- Trained First Aider.
- Dealing with day-to-day enquiries / complaints from customers and contractors.
- Providing excellent customer service
- Communicating efficiently and effectively with a variety of customers, line manager, students, visitors, members of staff and other stakeholders. This could be face to face, via email and by telephone.
- Covering for colleague absence / holidays, sometimes on a short notice basis.
- Attending all required training sessions and staff meetings.
- Recording and reporting of any building or equipment faults or defects or complaints to OCS (Facilities Management Team).
- Ensuring any faulty / dangerous facility or equipment is reported to OCS and taken out of use so it cannot be accessed by staff or users.
- The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and competence of the post as directed by management.

The Hub Ethos

- To support the distinctive ethos of The Hub and to encourage other Hub staff to follow this example.
- To support and work towards establishing the vision and aims of The Hub - To provide a diverse and affordable range of quality sport and recreational opportunities to all members of our community in a safe, friendly and fun environment which fosters an appreciation for a healthy and balanced lifestyle.
- To work with the community in a courteous, caring and responsible manner at all times.
- To work co-operatively with, and in support of, all users of The Hub.
- Comply with The Hub's health and safety policy and undertake risk assessments as appropriate.
- To present oneself in an appropriate manner so that it upholds the values of The Hub.

General

- Work in a professional manner and with integrity and maintain confidentiality of records and information.
- Maintain up to date knowledge in line with national changes as appropriate to the role.
- Be aware of, and comply with, all Academy policies including in particular Health and Safety and Safeguarding.
- Participate in the Academy Performance Management process and undertake professional development as required.

- Adhere to all internal and external deadlines.
- Contribute to the overall aims and ethos of The Laidlaw Schools Trust and establish constructive relationships with nominated Academies and other agencies as appropriate to the role.
- These above-mentioned duties are neither exclusive nor exhaustive, the post holder may be required to carry out other duties as required by the Trust.

Health & Safety

- Ensuring that area of work complies with legislation relating to Health & Safety and observe and implement specific responsibilities in relation to these matters as detailed in the Policy for Health & Safety
- Provide support in an emergency or evacuation situation, in a calm professional manner. Actively provide information to any emergency service when requested to do so

Safeguarding

- Be aware and familiar with academy policies and other guidance on the safeguarding and promotion of wellbeing of children and young people. Taking appropriate action in accordance with academy policies and Keeping Children Safe in Education 2025 where required