



# **Applicant Pack**

## **Community Host/Administrator**

|                 |  |
|-----------------|--|
| <b>Salary</b>   | <b>£21,255–£24,500</b><br>(pro-rata)   |
| <b>Starting</b> | <b>March 2024</b>  |
| <b>Contract</b> | <b>Fixed Term 12 months</b><br>(with the potential to extend following review) |
| <b>Hours</b>    | <b>26.25 – 37.5</b><br>(per week negotiable)                                   |

## A message from the CEO

Thank you for your interest in the role of Community Host/Administrator at Impact Hub Bradford. We're a growing organisation with big ambitions for Bradford and its role in the world. The city is at a vital stage in its history, in recovering from COVID-19, but also preparing for new futures with its successful bid to host the 2025 City Of Culture festival. Day by day, our work has given us a unique perspective on how Britain's fourth largest and also its youngest city is stepping up to the challenges and opportunities of our times. I see our role as an organisation to help unlock the potential of the people and organisations of our district who wish to make a positive difference. Our hope is for Bradford to become Britain's natural destination for social innovators.

As such, Impact Hub Bradford is an organisation with many opportunities for career growth and has a team to realise this potential. Our culture is exciting and populated with people who have a can-do attitude and the agility to make the most of the city around us. We look for those who are values and culture-driven, not so much defined by the skills they have but their ability to learn and listen to the city and district we serve.



Our knowledge of and access to Bradford's unique demographics and diversity allows us to offer a vital multicultural and youthful perspective to the wider world. We believe sharing the lived experiences and solutions of our city creates a vital solidarity with other communities around the world and a sense of being part of global social innovation. Being a member of the Impact Hub global network, brings Bradford into a community of 109 cities and 17000 social entrepreneurs, the largest impact network in the world.

We support new start-ups as well as established social enterprises seeking to grow and scale up. Our work is varied, tackling systemic and operational barriers for organisations led by people from underserved communities and includes, but not limited to, packages of workspace, mentoring, masterclasses and access to programmes of entrepreneurial support and funding.

Though we started with a modest grant of £5000, we've grown year on year to a six-figure turnover in 2021 based on direct revenue and grants. We see this growth continuing and welcome those who believe in our vision to be part of that journey. We can offer you a unique and welcoming workspace, a supportive team and fantastic opportunities for career progression and personal development.



We recognise that some groups of people are underserved in our communities and can face barriers to employment in jobs like this one. We would like to encourage people from all backgrounds to apply. We are not looking for particular qualifications and any individual who feels they have the right attitude, skills and capabilities, but not necessarily direct experience, should still apply to us. We would really like to hear from you!

I hope this applicant pack gives you a flavour of our achievements and ambitions - we're at the beginning of an exciting, transformative journey for Bradford in social innovation and enterprise. We're excited to see others join us on this journey and see where their talents can lead us. Do contact me by email if you have questions about the role or applying.

A handwritten signature in black ink that reads "Kamran".

**Kamran Rashid**  
**Chief Executive Officer**  
[kamran.rashid@impacthub.net](mailto:kamran.rashid@impacthub.net)

## About the role

|                     |  |
|---------------------|--|
| <b>Post Title</b>   | Community Host/Administrator             |
| <b>Salary</b>       | £21,255- £24,500 (pro rata)              |
| <b>Hours</b>        | 26.25 - 37.5 hours per week              |
| <b>Annual leave</b> | 25 days + 8 Bank Holidays (pro rata)     |
| <b>Contract</b>     | 12 months fixed term (reviewed annually) |
| <b>Start Date</b>   | March 2024                               |
| <b>Location</b>     | 34 Peckover Street, Bradford, BD1 5BD    |
| <b>Reports to</b>   | General Manager                          |

## Roles & Responsibilities

The purpose of this role is to:

1. Create a welcoming environment for all visitors and members at Impact Hub Bradford and to support the smooth running of our exciting programme of events and activities.
2. Coordinate and ensure the smooth running of IHB programmes
3. Support the executive team with managing diaries,

Whilst every endeavour has been made to outline all the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings therefore may have been used, in which case all the usual associated routines are naturally included in the job description.

Workers should not refuse to undertake work, which is not specified on this form, but they should record any additional duties they are required to perform and these will be taken into account when salaries are reviewed.

This is an ideal role for someone who wants to work for an exciting organisation who are ready to scale and is at the forefront of social innovation and high-impact projects in the region. We are looking for someone with a can-do attitude, willing to work as part of a team and flexible to the organisation's needs.

### **Requirements**

All applicants must be able to provide proof of right to work in the UK

### **Range of Decision Making:**

- Make routine decisions within well-defined guidelines as outlined by the senior manager.

### **Responsibility for Assets, Materials etc:**

- Access to confidential and sensitive information
- Responsible for keeping accurate and up to date records.

### **Contacts:**

- Will have frequent contact with Elected Members, Government Offices, Senior Statutory and Business Leaders, Voluntary Organisations and members of the public.

### **Range of Duties:**

- Manage front of house at Impact Hub Bradford, welcoming and greeting members and visitors to our space
- Support social media engagement to promote our space and opportunities

- Support the smooth running of events held at Impact Hub Bradford, including coordination of invitations, venue, catering and logistics where required
- Coordinate and host community events for our members on a monthly rolling programme
- Proactively plan and manage the diary of the executive team
- To schedule, agree the agenda, and minute organisational meetings as required. This will include liaising with colleagues to follow up on meeting outcomes and actions
- Responsible for incoming and outgoing mail, training & publicity materials using a variety of office equipment
- To provide a clerical service to the organisation and its service users including, but not limited to: laminating, binding, badge making, photocopying (black & colour), faxing, guillotine, digital camera, multimedia presenter, laptop presentations, computer software packages
- To be involved in daily routines of operational services including answering telephones, e-mails, taking messages, greeting visitors, providing hospitality as required which includes tidying and washing up duties
- Keep records of postage, petty cash and hospitality
- Provide administrative support e.g. travel bookings, processing expenses, booking accommodation, and other external bookings
- Maintain stock levels of stationery, office equipment and publications
- Undertake inventories of stock, materials and consumables required by the organisation
- To provide administrative support for the range of programmes at Impact Hub Bradford
- Coordinate internal and external meetings, including arranging travel and accommodation for team members where required
- Maintain accurate records of project activities
- Provide monthly updates on outputs and other KPIs to the Programme Managers
- Draft and submit monitoring reports to our funders as required

- Develop relevant documents and resources for programmes as required
- To initially respond to general enquiries about our Programmes

### **General Duties**

We are a growing organisation and as such are dependent upon team members willing to be flexible and support one another. In addition to the duties outlined above, there are a number of additional responsibilities that we expect all staff to undertake, regardless of role or seniority:

- Work flexibly to support the whole team
- Maintain databases and manual records of the organisation
- Keep the office environment safe, clean and tidy
- To support and be willing to participate in any special projects as required by Senior Management
- To be responsible for day to day management of IHB assets. Conduct routine tasks
- To communicate with IHB stakeholders, such as Directors, corporate partners, funders and staff in a confidential, sensitive and professional manner
- To carry out other duties commensurate with this post that may be required by the organisation



## **About You**

### **Essential skills**

- Excellent organisational, communication and interpersonal skills
- Confident and engaging manner
- Excellent administrative skills

- Demonstrable ability to use social media in an engaging manner
- Experience in use of most IT applications – Microsoft, Apple, Google, Zoom etc
- A conscientious attitude
- Ability to work on own initiative
- Positive mindset
- Excellent customer service skills
- Excellent numeracy, spoken and written communication skills
- Ability to work to deadlines under pressure
- Knowledge and understanding of the VCSE and creative sectors in Yorkshire and Humber
- Good organisation, communication and teamwork skills
- Excellent IT skills across most relevant applications
- Proven strong organisation and problem solving skills
- Ability to write clear and concise reports

**Desirable skills**

- Experience in a busy reception environment
- Knowledge of the social enterprise sector in Bradford district
- Experience of providing administrative support to teams
- Experience of coordinating and hosting events





## How To Apply

- Please send a CV and cover letter to [careers.bradford@impacthub.net](mailto:careers.bradford@impacthub.net) by **26th February 2024 9.00am**
- Shortlisted applicants will be informed by **26th February 2024 18.00pm**
- If invited for a formal interview – either on-line or in-person – these will likely take place on **28th February 2024** at Impact Hub Bradford CIC, 34 Peckover Street, Bradford, BD1 5BD
- The ideal start date for this role will be with immediate effect. However, we can be flexible about this in order to meet candidates' pre-existing notice period requirements.

We are unable to provide feedback to candidates not shortlisted for interview due to limited capacity.

We will not discriminate by age, gender, sexual orientation, race, colour, religion, marital status, or disability.

For any queries, please get in touch at [careers.bradford@impacthub.net](mailto:careers.bradford@impacthub.net)