Job Description - Hub Support Assistant

Wave Muswell Hill CIO

Hours: 14 paid hours per week
Working pattern: Wednesdays, 7.30am–3.30pm, and Thursdays, 9.30am–4.30pm, including a 30-minute unpaid break each day
Pay: £14.80 per hour, rising in line with increases to the London Living Wage
Annual salary: £10,774.40 per annum
Contract: Six-month fixed-term contract, subject to review after three months
Location: Wave Hub, United Reformed Church, Queens Avenue, Muswell Hill, London, N10 3NU
Reports operationally to: Café Manager and Community Hub Coordinator
Reports contractually to: Director
Additional hours: Occasional paid overtime, agreed in advance

About Wave Hub

Wave Hub is an inclusive community café and hub where people with and without learning disabilities work, volunteer, socialise and take part in activities together.

WAVE stands for “We’re All Valued Equally”. Our approach is to work with people, supporting everyone to contribute and take part as independently as possible.

Purpose of the role

As part of a core team, to provide consistent, practical support across the café, activities and shared spaces, helping Wednesday and Thursday Hub days run safely and smoothly.

Flexibility, initiative and day-to-day direction

Flexibility and initiative are central to this role. No two Hub days are the same, and your tasks will vary according to the needs of the people, café and activities on that day.

You must be observant, notice what needs doing and look for ways to be helpful without waiting to be asked. This means keeping an eye on what is happening across the Hub, using common sense and taking action where appropriate.

You must also respond positively to day-to-day instructions from the Café Manager and Community Hub Coordinator, moving between tasks and adjusting priorities when asked. You will need to judge when to act independently and when to check with a colleague.

All practical tasks, including washing up, cleaning and clearing away, are a core part of your role.

Main duties and responsibilities

Setting up and clearing away

- Help prepare the Hub before opening, following the team's priorities for the day.
- Set up tables, chairs, activity equipment and materials.
- Help activity leaders prepare their spaces and clear away after sessions.
- Return equipment and materials to their designated storage areas.
- Support the team with tidying and closing tasks before the end of the shift.

Welcoming and supporting people

- Welcome visitors, volunteers and students, and show newcomers around.
- Explain the day's activities and help people find classes, facilities and staff.
- Support people to join in and feel part of the Hub community.
- Adapt communication to suit different communication and support needs.
- Encourage independence, allowing people time to carry out tasks themselves and offering help when needed.

Supporting the café

- Assist the Café Manager with practical tasks, including straightforward food preparation when directed.
- Help serve food and drinks, clear tables and wash up.
- Keep café and kitchen work areas clean and tidy.
- Follow food hygiene procedures and instructions relating to allergens and cross-contamination.
- Work alongside volunteers and students, supporting them to complete agreed tasks and build confidence.

Supporting activities and daily operations

- Provide practical help to activity leaders and volunteers.
- Notice where support is needed and take appropriate action without waiting to be prompted.
- Respond flexibly to changing priorities, checking with colleagues when tasks compete.
- Help keep shared spaces accessible, organised and free from hazards.
- Let the relevant staff member know about shortages, damaged equipment or maintenance issues.

Teamwork and communication

- Work respectfully with staff, volunteers, students and visitors.
- Share relevant information with colleagues so tasks are coordinated and support is consistent.
- Follow guidance from the Director, Café Manager and Community Hub Coordinator, and instructions from activity leaders when supporting their sessions.

- Maintain appropriate boundaries and respect people's privacy and confidentiality.
- Attend relevant team meetings and training as agreed.

Safeguarding, health and safety

- Follow Wave's safeguarding, health and safety, food hygiene and confidentiality policies.
- Report safeguarding concerns promptly to the Designated Safeguarding Lead.
- Report accidents, incidents and hazards, and assist with recording them when asked.
- Follow risk assessments and safe working procedures.
- Move furniture, equipment and supplies safely, asking for assistance when needed.
- Complete required training, including safeguarding and first aid.

Other duties

- Carry out other reasonable duties consistent with the purpose and responsibilities of the role.
- Support occasional events outside normal hours where agreed in advance, with paid overtime.

Working requirements

This is an active, practical role involving standing, walking, washing up, setting up and clearing away, and lifting and carrying supplies and equipment. Reasonable adjustments will be considered to help you carry out these duties safely.

You will take a 30-minute uninterrupted unpaid lunch break each working day, with cover arranged by the team.

An Enhanced DBS check and satisfactory references are required.

Review of the job description

This job description sets out the main responsibilities of your role. It may be reviewed in consultation with you as the Hub's needs develop.

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