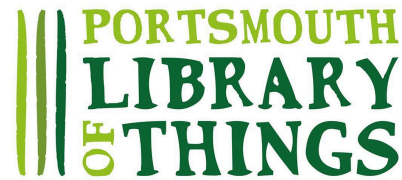


Share (Portsmouth) Job Vacancy – January 2025

Share (Portsmouth) is a charity focused on reducing carbon emissions, waste and raw material use through sharing and repairing in Portsmouth.



The charity currently runs two projects: Repair Café Portsmouth, which has run for the past 7 years, and Portsmouth Library of Things, which launched in 2023. Our primary base is in Cascades Shopping Centre, but there are also activities run around the city to increase accessibility and awareness.



We have funding to employ someone in the role of:

Job Title:	Hub Lead
Reports to:	CEO
Salary:	£14 - £15 per hour, depending on experience
Work hours:	13 hours per week, across 4 days (Wed–Sat)
Holiday:	28 days holiday pro rata (inc. Bank Holiday allowance)
Contract Type:	Minimum of 12 month contract
Location:	Hub, Cascades Shopping Centre, Portsmouth

About Us

Share (Portsmouth) is a small but dynamic charity (CIO) which aims to change mindsets and behaviours around sharing, repairing and re-use. By inspiring and enabling people to embrace these changes, people will save money, reduce carbon emissions, waste and raw material usage, as well as connect with others and the rest of the planet.

We ran Repair Cafés in the city, between 2018 & 2023, as monthly pop-up events (people bring their broken items, sit with our repair volunteers and try to find fixes), and in May of 2023 transitioned into our Hub in Cascades Shopping Centre, now open for repair sessions over 4 days each week. This also became home to our newer project 'Portsmouth Library of Things' (a place for people to borrow infrequently used items).

We work with others around the country and world as community repair and libraries develop, as well as campaigning on issues such as the Right to Repair.

We are a passionate and hard-working team, mainly made up of volunteers, who want to see real change come through practical solutions, and as we dream and trial ideas it's important we look out for each other and create a welcoming, inclusive space, for everyone in our city to be inspired and enabled to explore ideas around sharing, repairing and reuse.

We have funding from The National Lottery Reaching Communities to employ a member of staff to help with the running of our Hub, with a focus on enabling the smooth running of the projects and developing the welcoming atmosphere for our volunteers and members of the public (members, co-repairers and visitors). This is an exciting opportunity for someone to use their skills and experience to make a difference locally, but also to see the ripples spread further afield.

The Hub in Cascades Shopping Centre is open four days a week, Wednesday to Saturday, currently open 3 hours each day, but we are looking to extend hours by at least 2 hours during 2025. You will be expected to work in the hub Wednesday to Friday, and one in every three Saturdays.

Job Role Responsibilities

Your main responsibility is to ensure the smooth and safe running of the Hub activities, whilst coordinating and managing the volunteers' tasks, and developing their communication and interpersonal skills.

- Ensure the smooth and safe running of the hub activities, including Library of Things and Repair sessions
 - Opening and closing the hub with keyholder responsibilities
 - Promote and support our safeguarding and health & safety policies and procedures, maintaining all standards and hygiene checks required
 - Work with our Operations Coordinator to ensure systems and processes work smoothly to benefit the team, members and visitors
- Manage member/co-repairer communications (in-person, phone & online) for repair and borrow bookings, ensuring a high level of 'customer service'
- Manage the day-to-day tasks of the hub volunteer team
 - Provide support to volunteers to ensure the Library of Things & Repair Café projects run smoothly, delegating tasks for the day and being a point of contact for volunteer questions
 - Support the training & induction of volunteers, encouraging a high level of retention
 - Work as part of our team and create a positive environment for volunteers to thrive
 - Be responsible for regularly handling, processing, and storing confidential information relating to volunteers in line with data policies
- Undertake other duties commensurate with the post, as agreed by line manager, and willing to take on responsibility where necessary
- Have fun whilst making a real difference.

Key Objectives

- To lead day-to-day delivery and effective management of our Hub activities i.e. Portsmouth Library of Things & Repair Café Portsmouth
- Be an ambassador for Share (Portsmouth)
- Support the wider goals of Share (Portsmouth)

- Develop a systems approach to your work and provide the best experience for the team, members and visitors
- To work and perform in a safe and conscientious manner

Essential Knowledge, Skills and Experience

- Exceptional people and management skills
- Experience of customer service, ideally in the retail sector
- Excellent communication and interpersonal skills
- Proficient computer skills, including databases
- Ability to work with multiple stakeholders both internal and external

Attributes

- Understanding and passion for the environment and how we as individuals can make a difference
- Positive, enthusiastic and adopts a “can do” mentality
- Ability to develop good working relationships
- Emotionally intelligent with a welcoming nature and courteous manner
- Ability to use initiative and to be self-motivated
- Decisive, logical thinking with creative problem-solving ability
- Hands-on and practical approach
- An ability to manage time and workload to deal with tasks swiftly and effectively
- Ambitious, flexible and passionate about our charity’s objectives and want to be part of making it happen.

Share (Portsmouth) is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.

Successful candidates will be subject to pre-employment checks, including references and a Disclosure & Barring Service check.