Job Description

Position Details

Position:	Community Hub Representative
Directorate:	Adults & Communities
Service:	Community Hubs
Position no:	BG18860
Grade:	6
Hours of work:	15
Work style:	Service Based Worker – Community Hubs / Libraries
DBS required:	**Standard Disclosure**
Contact:	Leanne Roberts, Service Manager Customer & Communities
Date:	16th February 2026

Politically Restricted? ☐ **Yes*** ☒ **No**

* The position is politically restricted within the provisions of the Local Government and Housing Act 1989 as prescribed in the Local Government Officers (Political Restrictions) Regulations 1990

About the Position

Reporting to: Team Manager Customer Contact

Responsible for: The purpose of the Community Hub Representative role is to provide an excellent Customer Service experience via telephony support or on a face-to-face basis for the residents of Blaenau Gwent.

Face to face Customer Service is delivered from a Community Hub which is based within Libraries across the borough.

Libraries provide a trusted welcoming space and are an essential part of community life where people can access information and support whilst also contributing to agenda's such as employment support, healthy lifestyles and cultural access.

The role is responsible for providing up to date information on a wide range of Council services. Resolving resident's queries at first point of contact, supporting the Council, its wider service users, communities and partners delivering Customer Service for residents

Principal Accountabilities

1. To deliver excellent Customer Service experience providing information and guidance for residents across a wide range of Council services in a telephony or face to face environment.

2. Provide help, support and guidance to residents wanting to self-serve through the "My Council Services" application or who wish to utilise computers based within libraries.

3. Support residents who are digitally excluded to help get online, increasing digital opportunities

4. Signpost/connect residents to other support services delivered by partner organisations including Job Centre Plus, Citizens Advice Bureau, Health and Well-being network activities and voluntary/community-based provision.

5. Develop effective community links and networks, and promote partnerships to create community-based solutions that will: -

    - Increase an individual's ability to have choice and control over the way they receive support.
    - Support empowerment through information, advice and local opportunities
    - Improve social and emotional wellbeing.
    - Reduce social exclusion.
    - Promote independence.
    - Reduce social and emotional isolation and loneliness.

6. Attend Community Venues and deliver community support where beneficial to do so.

7. Empowering people to use existing resources for themselves, promotion of community-based support through partnership working, information awareness and conversations.

8. Develop and disseminate knowledge of local groups, activities and networks that will inform and support the development of a countywide resource directory.

9. Developing and sustaining links and networks with community-based facilities and key partners including The Council, local health board, local housing providers, Aneurin Leisure Trust and other third sector organizations.

10. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.

11. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.

General Accountabilities

1. To comply with the Council's Policy Statement on Health, Safety and Welfare at Work.
2. To positivity promote the Council's Strategic Equality Plan and ensure commitment to anti-discriminatory practice.
3. To demonstrate a commitment to ongoing personal development.
4. To adhere to data protection principles whilst undertaking your duties.
5. To be responsible for undertaking your duties in a way that safeguards and promotes the welfare of children, young people and adults at risk. You must bring issues of concern regarding the safety and welfare of children, young people and adults at risk to the attention of the Safeguarding Officer in your service as soon as you become aware of them.
6. Undertake other duties that may be required of you, commensurate of your grade or general level of responsibility within the organisation.

This job description sets out the main responsibilities of the position at the date it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility.

Person Specification

Requirements	Essential (E) / Desirable (D)	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Qualifications		
Educated to at least NVQ Level 3 or A Level Standard or equivalent working experience in a customer facing role	E	A
Experience		
Previous experience of working in a customer facing role or community-based setting	E	A
Experience of working in partnership with a wide range of organisations, including statutory partners and third sector groups	E	A
Previous experience of providing and delivering training / briefing sessions/ presentations to staff / colleagues or service user groups	E	A
Previous experience of working across a wide range of Council services supporting residents	D	A
Knowledge / Skills		
A sound working knowledge of using software within Microsoft (or similar) Teams	D	A
Knowledge of My Council Services system	E	A
Understanding of citizen needs and vulnerable people	D	I
Ability to build effective working relationships between statutory and third sector partners	D	I
Personal Attributes		
Excellent verbal and written communication skills	E	I
Strong interpersonal skills	D	I
Ability to work under pressure, including the ability to meet short deadlines	D	PP
Ability to work independently and on own initiative	D	PP

Special Working Conditions / Requirements		

Minimum Welsh Language Skill Requirements	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Welsh Language Skills Level 0. Level 1-5 is desirable. Training is optional.	0
Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are desirable and need to be learnt when appointed. Training required: "Welcome Part 1 & 2" (10 hours in total)	
Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are essential. Training required: "Welcome Part 1 & 2" and "Welcome Back Part 1 & 2" (20 hours in total).	

For further information on the above please refer to the Welsh Language Skills Guidelines

Welsh language skills requirements beyond the minimum stated above e.g. fluent speaker / proficient writer will be outlined within the person specification under qualifications and skills.

Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework. In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and through the Council's performance coaching scheme.

Competencies – Delivering the Service	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Plans ahead, organises work in advance	A
Involves line manager / colleagues in setting and meeting targets	PP
Reorganises work when necessary	PP
Sees tasks through to completion whenever possible	PP
Seeks help if workload becomes unmanageable	PP
Uses initiative to report issues that arise that impact on others	PP

Competencies – Improvement and Change	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Is prepared to try new things & feedback results	I
Understands that changes are needed if things are to be improved	I
Finds new and creative ways of doing things better	A
Actively seeks to develop own skills and knowledge	A
Learns from mistakes & welcomes constructive feedback	PP

Competencies – Providing Excellent Customer Service	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Recognises the importance of high standards of customer service	A
Is committed to providing an excellent service to all the citizens of Blaenau Gwent	A
Understands the links between own professionalism and the possible impact on the Authority's image	A
Has a professional attitude that sets an example to colleagues	A
Takes pride in own work and that of colleagues	A
Is respectful, courteous and helpful at all times	I

Competencies – Team working	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Reacts constructively to others' suggestions and requests	I
Recognises potential value of others' opinions and actively seeks their contributions	I
Asks for help when necessary	PP
Actively seeks to help others	PP
Is aware of the impact of own behaviour on others	I

Competencies – Communicating	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Adapts content and style to help others understand	I
Makes sure that people are regularly informed	I
Uses appropriate language, gestures and tone when talking with others	I
Checks others have understood & seeks advice when necessary	PP
Actively seeks to improve all forms of communication with others	PP
Communicates professionally by using formal channels appropriate to the situation	I

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