Hartlepool
Borough Council

JOB DESCRIPTION

Division / Department

JOB TITLE: Casual Community Hub Assistant – Fab Lab

DIVISION: Community Hubs and Wellbeing

GRADE: Band 7

RESPONSIBLE TO: Fab Lab Coordinator

POST REFERENCE: 108121

Purpose of Post

To assist in the delivery of Fab Lab and other Community Hub services to meet the needs of the local community.

To provide excellent customer service to ensure that members of the community experience a welcoming, friendly, efficient service in the Community Hubs.

Main Duties and Responsibilities

To carry out the full range of duties required in the day-to-day organisation and provision of Fab Lab services to the community including:

1. Demonstrating excellent customer care skills when dealing with users of the service, supporting them in a friendly and efficient manner.

2. Operating in a professional manner at all times being highly visible, welcoming and approachable.

3. To promote and increase access to the Fab Lab and its offer to the widest possible audience including, e.g. outreach activities, code club, access to fabrication technology and all other groups and activities.

4. Working as required across the Community Hubs to support the delivery of Fab Lab activity and supporting people to use its technology.

5. Assist in all aspects of planning, promotion and delivery of ah-hoc and regular Fab Lab activity. This may include (but is not limited to) developing new sessions related to the Fab Lab fabrication technology, plus researching key library, council and 'world awareness' days/anniversaries, then developing a relevant activity to coincide with them.

6. Taking responsibility, in the absence of the Fab Lab Coordinator, for the security and supervision of premises and its assets, including banking/cashing-up procedures, equipment maintenance, statistical returns and records, stores and equipment. This will also include responsibility for dealing with disruptive users of the service, where appropriate.

7. Undertaking administrative duties as required.

8. Responsible for the safe opening and closing of Community Hub and branch library buildings as and when required.

9. Assisting and supporting with the training of casual workers, new staff and volunteers as required.

10. Responding positively to change and participating fully in the future development of the service.

11. Undertaking duties in accordance with Hartlepool Borough Council's procedures and in a safe working manner, keeping accurate and appropriate records as required.

12. Any other duties of a related nature which might reasonably be required and allocated by line and senior managers.

Changes

Over time Council services change and develop. This can impact upon the main duties and responsibilities of the role, and subsequently the post holder, who will be required to adapt. Any changes will be appropriate to the grading of the post and will be made in discussion with the post holder.

Date: October 2026

HARTLEPOOL BOROUGH COUNCIL IS COMMITTED TO SAFEGUARDING AND PROMOTING THE WELFARE OF CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS. IF THIS POST IS SUBJECT TO SAFER RECRUITMENT MEASURES THEN A DISCLOSURE AND BARRING SERVICE (DBS) CHECK WILL BE REQUIRED.