

Job Description

Job Title: The Levels Community Connector

Location: The Angel Community Café and Hospitality Training School, Langport

Hours: 30 hours per week – job share considered – 12 Month FTC

Reports to: SBA CIC delivery lead

Salary: starting rate of £14.50 per hour

Purpose of the role

The Community Connector will be the welcoming, proactive, and trusted face of *The Angel Space* as a community café and hub that brings people together through good food, conversation, and connection. This is a hands-on role that blends café work, local outreach, and community development. The postholder will help build the membership (subscription) model, strengthen local partnerships, and ensure that The Angel remains a vibrant, sustainable, and inclusive space where everyone feels they belong.

Key Responsibilities

1. Community connection and outreach

- Act as the *local link* for SBA Communities CIC, building connections between The Angel and local partners including Community Employment Hubs, DWP, health and care providers, community learning partners, and local authorities.
- Promote *The Angel's* community membership model engaging local residents, families, and businesses, and confidently selling subscription options (individual, family, and business tiers).
- Build and maintain strong relationships with social prescribers, micro-providers, and local groups, ensuring effective referral and signposting pathways.
- Support the development and operation of the new community phone line, providing accessible routes for those who are housebound or digitally excluded.
- Represent *The Angel* at community events, local meetings, and outreach activities, promoting its services and ethos.

2. Café operations and team support

- Work as an active member of the café team, supporting front-of-house service, light food preparation, and maintaining a warm, inclusive environment.
- Assist with staff and volunteer rotas, ensuring appropriate cover for café shifts, events, and community activities.
- Contribute to staff coordination and communication, helping to ensure smooth day-to-day café operations.
- Support café events, catering, and community meals, ensuring they run efficiently and to high standards.
- Encourage café customers to get involved in The Angel's wider activities, volunteering, and membership scheme.

3. Marketing, membership and communications

- Lead on promoting and expanding *The Angel's* membership (subscription) model building relationships with local individuals, groups, and businesses.
- Use digital tools and creative approaches to communicate offers, benefits, and stories that inspire sign-ups.
- Manage membership records, monitor progress, and report on membership growth and engagement.
- Support marketing campaigns and community storytelling through social media, printed materials, and café-based promotions.
- Ability to work to and achieve KPI/targets.

4. Safeguarding, support and signposting

- Act as a friendly, compassionate first point of contact for people seeking help or connection.
- Listen and respond appropriately, setting boundaries and referring individuals to relevant services.
- Work in a trauma-informed, inclusive, and person-centred way, respecting confidentiality and dignity at all times.
- Participate in training for community support, bereavement awareness, safeguarding, and signposting.

5. Administration and monitoring

- Manage bookings for café spaces and community rooms using digital tools and simple systems.
- Collect and input data to track engagement, referrals, and outcomes.
- Contribute to reports, case studies, and evaluation materials that demonstrate social impact.

Person Specification

Essential	Desirable
Excellent interpersonal and communication skills – approachable, confident, and empathetic.	Experience in community development, social prescribing, or partnership working.
Experience in customer service, hospitality, or café settings.	Experience developing or managing volunteer teams.
Confident in promoting and <i>selling</i> community memberships or services.	Experience working with membership or subscription models.
Good IT skills (email, Microsoft Office, spreadsheets, social media).	Familiarity with CRM or membership management software.
Organised, able to manage rotas, tasks, and competing priorities effectively.	Experience of community events, outreach, or marketing campaigns.
Local knowledge of Langport and the Somerset Levels area.	Driving licence and access to transport for local outreach.
Compassionate, trustworthy, and able to set appropriate boundaries.	Knowledge of local care, health, and wellbeing services.
Energetic, proactive, and able to work both independently and as part of a small team.	

Attributes

- **Connector:** naturally brings people, services, and ideas together.
- **Doer:** sees what needs doing and gets on with it.
- **Go-getter:** energetic, confident, and comfortable initiating conversations and partnerships.
- **Compassionate:** warm and understanding while maintaining professionalism.
- **Resilient:** calm under pressure, adaptable, and solutions-focused.
- **Ambassador:** represents *The Angel Space* with pride, professionalism, and authenticity.

Training and Support

The postholder will receive induction and ongoing support from SBA CIC and The Angel team, including:

- Training in community engagement, signposting, and trauma-informed practice.
- Safeguarding and first aid certification.
- Café operations and food hygiene training.
- Coaching and mentoring in partnership development and membership growth.

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How to apply: Send CV and a one-page cover email stating why you are interested in taking up the role to patricia@sbacic.org by 7th November 2025.

SBA Communities CIC is committed to equality, diversity, and inclusion. We welcome applications from people with lived experience, carers, and those returning to work.