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Functional Handbook

Hub Coordinator: Hub

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Authorization section

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Introduction

This handbook is set-up to inform the Hub Coordinator, and anyone who is interested, in the main activities and responsibilities of a Hub Coordinator. The contents of this handbook are applicable to Scoober **Hub** cities. In case the Hub Coordinator role is not (yet) available in a hub, **the activities represented in this handbook can also be covered by a trained Courier Captain on a Non-Delivery shift.** In shiftplanning, the Non-Delivery Shift should be categorized as "Hub Work", "Equipment (Pickup/Cleaning)", or "Administration (others). In some countries the Hub Coordinator role might have a different name (Hub Assistant, Hub Helper, etc) but please align to the name Hub Coordinator when possible.

Whilst assigning the responsibilities that are listed in this handbook to a Hub Coordinator, please consider the content of the other available handbooks:

- [Courier Coordinator](#)
- [Courier Captain](#)

The Hub Coordinator ensures smooth execution of operational responsibilities within our Scoober Hubs, supervised by the lead responsible employee in the hub. The Hub Coordinator has expertise in the tasks related to the day-to-day operations of the hub. In their activities the following topics should be covered:

- **Compliance, Health & Safety**
 - Equipment and vehicle inspections and safe handling of batteries.
- **Local Operations**
 - Hub Operations and vehicle activities before, during and after the courier shifts.

Compliance, Health & Safety

Vehicle inspections

At Scoober we need to ensure that the vehicles used by our couriers are in good condition and safe for usage, Hub Coordinator should perform regular checks on the vehicles in the hub. Additionally, follow up based on reported unsafe vehicles by couriers is required from the hub coordinator. The Hub Coordinator is requested to inform the Courier Coordinator, who will follow up accordingly.

Battery management

Lithium Ion batteries used for our vehicles should be handled with attention and care. The hub coordinator handles the batteries on a daily basis. Either the fire safety cabinet or fire safety room is used to safely charge and store the batteries if they're not used for a shift. In case of a broken or damaged battery, the Hub Coordinator should follow up accordingly.

- [Battery Safety instructions](#)
- [Fire Safety Policy](#)

Personal Protective Equipment (PPE) inspections

To ensure all couriers make correct use of their PPE, the Hub Coordinator is responsible for checking couriers on their correct usage of PPE. In case of damaged or lost PPE, the Hub Coordinator shall ensure its prompt replacement. Hub Coordinator shall maintain Hub's PPE issue register and ensure adequate and timely supply of required stock of PPE.

Local Operations

Hub Operations (before, during and after courier shifts)

The Hub Coordinator is responsible for the day to day activities that need to be performed in a Hub. This includes, for example, opening the hub, tidying up, preparing batteries and making sure a courier is correctly equipped to start their shift. These activities will ensure the hub is ready for every shift.

- [Hub Operations SOP](#)
- Courier Shift TBC

Other vehicle related tasks

The Hub Coordinator supports other vehicle related tasks in a hub to make sure all vehicles are prepared and ready for usage. These tasks could include activities such as refueling cars, minor bike repairs (e.g: inflate tires).