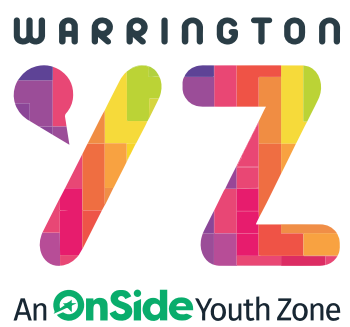


# Receptionist/ Administration Support

24 hours per week - Fixed term initially until October 2024



## THE ROLE

A vital front of house role, the reception is the first point of contact for Youth Zone members (children and young people aged 7 -19 years, up to 25 for those with additional needs) and their parents.

You will be a key part of a welcoming and highly professional team who are positive about young people and will ensure that the Youth Zone functions to its maximum potential.

Working across Warrington Youth Zone's various sessions, you will be responsible for giving children and young people who wish to access the Youth Zone a warm welcome. You will be based in the reception area, ensuring young people safely enter and exit the Youth Zone, supporting vulnerable members sensitively as required. You will manage phone calls and enquiries, recording and sharing information with relevant colleagues both effectively and efficiently.

WAGE BAND	CURRENT RATE (from 1 April 2024)
Age 23 or over	£11.94
Age 21 to 22	£11.94
Age 18 to 20	£9.10
Under 18	£6.90

## ROLE PROFILE

### POST:

Receptionist/  
Administration Support

### SALARY:

See below

### LOCATION:

Warrington (Dallam Lane)

### REPORTING TO:

Business Support Officer

### CONTRACT:

These Receptionist/ Administration Support hours are initially available for a fixed term period until October 2024.  
Monday 15.45pm -21.15pm;  
Wednesday 12.00-18.00;  
Friday 12.00-18.00;  
Saturday 15.45pm – 22.15  
(NB. 24 hrs available per week will be split between successful applicants as per availability). There will be the opportunity for additional hours to cover holidays.

### CONTRACT:

Pension contribution of 3% once the earnings threshold is reached.  
Part time roles will receive pro-rata allocated annual leave based on 33 days FTE Including Bank Holidays).  
Hourly staff - annual leave will be calculated at 14% of hours worked on a rolling basis.

## APPLICATION PROCESS

Internal applicants – To apply please request an internal application form.

External applicants – To apply, please complete the application form and return to: [recruitment@wyz.org.uk](mailto:recruitment@wyz.org.uk)

In addition, please do let us know of any reasonable adjustments we can make to assist you in your application or the selection process.

In accordance with our Child Protection and Safeguarding procedures, this position requires an Enhanced DBS check.

For information regarding how we process your data, go to <https://warringtonyouthzone.org/privacy-policy/>

**APPLICATION CLOSING DATE:** ASAP

**APPLICATION INTERVIEW DATE:** ASAP

## KEY RESPONSIBILITIES

- To ensure Young People (members) enter and leave the building safely in the care of parents or guardians if required
- To ensure PA's relevant DBS information is recorded to enable them to enter and leave the building safely for the young people in their care if required
- To manage phone calls and in-person enquiries received at reception
- To be responsible for ensuring payment for entry to the Youth Zone and membership is recorded correctly on our Salesforce system and balances at the end of the session.
- To support young people with completing membership forms if required, prior to them accessing any other WYZ services.
- To assist with any general administration and communication functions as required
- To be a role model for young people and present a positive "can do" attitude.
- To commit to a culture of continuous improvement
- To work within the performance framework of Warrington Youth Zone and OnSide.
- To comply with all policies and procedures, with particular reference to safeguarding, codes of conduct health and safety and equality and diversity to ensure all activities are accessible
- To champion our Values, challenging any negative and discriminatory behaviours
- To be alert to issues of safeguarding and child protection, ensuring the welfare and safety of Youth Zone members is promoted and safeguarded, and to report any child protection concerns to the designated Safeguarding Lead using the safeguarding policies, procedures and practice (training to be provided).
- To represent Warrington Youth Zone positively and effectively in all dealings with internal colleagues, and external partners.
- To actively promote the Youth Zone and positively contribute towards increasing Youth Zone membership
- To record any accidents reported to Reception team using our online reporting tool
- Any other duties as may be reasonably be required

## PERSON SPECIFICATION

Applicants will be expected to demonstrate the experience, skills, abilities and attributes listed.

SELECTION CRITERIA	REQUIREMENT
<b>EXPERIENCE</b>	
Managing or supervising a reception desk or entrance point	Essential
Working in a customer facing environment	Essential
Dealing with the general public	Essential
Experience of engaging and communicating with difficult and hard to reach young people	Essential
Managing or supervising a reception desk or entrance point	Essential
Experience using a membership system or database	Desirable
Experience working with young people	Desirable
<b>SKILLS, KNOWLEDGE AND ATTRIBUTES</b>	
Ability to engage with all types of people from young people, community members and colleagues to official visitors and Board Directors	Essential
To be confident in accepting payments, both cash and card, to record these accurately on Salesforce system.	Essential
Willingness to support the Youth Work team in ensuring a safe, fun and welcoming environment for all young people	Essential
Ability to diffuse pressurised situations while remaining calm and in control	Essential
Good communication and interpersonal skills	
Ability to work on own initiative and as part of a team	Essential
Ability to pay attention to detail, be thorough and organised	Essential
Excellent timekeeper	Essential
Knowledge of computers and relevant software such as Microsoft Office	Essential
Knowledge of the issues which effect young people and safeguarding	Essential
<b>QUALIFICATIONS AND TRAINING</b>	
GCSE in Maths and English or equivalent	Essential
Willingness to undertake further training as required	Essential
<b>SPECIAL REQUIREMENTS</b>	
A willingness to work rota hours covering evenings and weekend.	Essential
DBS clearance and committed to Safeguarding children	Essential