A picture containing text, sky, road, outdoor

Description automatically generated



ROLE PROFILE

Internal Vacancy -Detached Youth Work & Retention Coordinator, Fixed term until 31/03/2025

**ROLE PROFILE**

**POST:**

Detached Youth Work & Retention Coordinator, Fixed Term until 31/03/2025

## SALARY:

## £26.5k - £28K depending on experience

## LOCATION:

Warrington Youth Zone, Dallam Lane, Warrington

**REPORTING TO:**

## Senior Youth Work Manager

## CONTRACT:

## Fixed term until 31st March 20254; 40 hours per week. This role will include working initially 5 evenings a week of detached youth work on a working week of Saturday – Thursday.

**BENEFITS:**

* 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.

**THE PERSON**

**THE ROLE**

We are seeking a dedicated and passionate Detached & Retention coordinator to join our team at Warrington Youth Zone. As the coordinator for both our Outreach and Detached provision and the membership retention of young people, you will be responsible for engaging with young people in the community and local schools, providing support and guidance to the team. Planning and resources the detached sessions and engaging with local schools to promote the youth zone services, to help young people and the local community navigate challenges and make positive choices.

# GENERAL INFORMATION

# This role will include working initially 5 evenings a week of detached youth work on a working week of Saturday – Thursday.

# APPLICATION PROCESS

Internal applicants – To apply please request an internal application form to complete your expression of interest (to be no longer than one page of A4 outlining your suitability for the role using the person specification). Closing date 10th May 2024.

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.**

Initial recruitment will be exclusive to internal candidates and will be open for 5 working days. If internal recruitment is unsuccessful this advert will go external for a period of two weeks.

A group of people standing around a child

Description automatically generated

A group of people standing on a metal railing

Description automatically generated

A person talking to another person

Description automatically generated

|  |
| --- |
| 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 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** |
| **EXPERIENCE** |  |
| 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 |
| **SKILLS, KNOWLEDGE AND ATTRIBUTES** |  |
| Ability to engage with all types of people from young people, community members and colleagues to official visitors and Board Directors | 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 | Essential |
| 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 | Desirable |
| **QUALIFICATIONS AND TRAINING** |  |
| GCSE in Maths and English or equivalent | Essential |
| Willingness to undertake further training as required | Essential |
| **SPECIAL REQUIREMENTS** |  |
| A willingness to work rota hours covering evenings | Essential |
| DBS clearance and committed to Safeguarding children | Essential |