



Support Team

Reception &
Administration

Co-ordinator (Day time)

WARRINGTON



An **OnSide** Youth Zone



ROLE PROFILE

POST:

Reception & Admin Coordinator (Day Time)

SALARY:

£5.31 - £10.00 ph

LOCATION:

Warrington (Dallam Lane)

REPORTING TO:

Business Support Officer

CONTRACT:

Permanent: Full time or Part time availability up to 40 hours a week.

Day time - Flexibility required, may include occasional weekends and evenings.

BENEFITS:

5% matched contribution pension; 33 days holiday inclusive of Bank Holidays (rising with length of service)

THE PERSON

Do you want to be a critical member of a team focused on improving the lives of young people while filling a central a front of house role? Do you want to provide every young person or visitor who walks through our door with a warm welcome? Are you comfortable dealing with members of the public and do you enjoy going the extra mile? Are you a skilled and experienced administrator who enjoys a challenge?

WARRINGTON YOUTH ZONE

Opened in July 2022 Warrington Youth Zone has become the new home and evolution of Warrington Youth Club (WYC). WYC was formed in 1930 by a group of parents who were concerned that their children were getting into trouble after school. Over the following five years the group developed into Warrington Boys Club. Warrington Youth Club today is a well-established charity which delivers an open access Youth Club four nights a week at The Peace Centre, a satellite gym 7 days a week in Warrington Town Centre as well as a wide range of successful targeted projects including mentoring, employability, and National Citizenship Service (NCS).

In 2008, the Board of WYC, recognising the need for WYC to modernise and evolve and find more permanent locations for its services (currently scattered over multiple locations), began working closely with OnSide and Warrington Borough Council to explore the potential for a new Youth Zone, a central facility within Warrington which will allow the youth offer to be extended to 7 days each week and attract young people from across Warrington. Whilst providing a base for the many successful and changing targeted projects Warrington Youth Club deliver to local young people. Warrington



Youth Club/Zone is part of the OnSide Network.

Warrington has a population of 210,000 people, 32,000 of whom fall within the target age for a Youth Zone (7 - 19 or up to 25 for those with a disability or vulnerability). There is currently no universal youth provision for young people in Warrington available 365 days a year and Warrington Youth Club is the largest children and young people's organisation in the town with over 4000 members.

Warrington Youth Club has a long history in helping young people in this area and is well networked into the Voluntary, Statutory, Faith and Private sectors across the Borough. The multi-agency links that Warrington Youth Club has developed will ensure that the new Youth Zone is accessible to a broad range of groups who support children and young people across Warrington.

Warrington Youth Zone will be dedicated to young people and makes a bold statement about the importance of giving young people high quality places to go in their leisure time. Open 7 days a week including school holidays, the Youth Zone's purpose is to help young people grow to be happy, healthy and successful adults.

The state-of-the-art £7.05 million building will provide young people with facilities that are second to none delivering over 20 sporting, artistic, cultural and general recreational activities each session. Offering young people the opportunity to try new things, meet new friends and gain support from friendly, warm and positive staff and volunteers. With every workout or kickabout, every mock interview or muck around with mates, young people develop the resilience to face challenges and the skills to solve problems. They find confidence to aim high and the determination to become who they want to be. They build positive relationships based on being given the space to talk, an understanding of their own self-worth, and a sense of belonging to something bigger. That is why Warrington Youth Zone won't just be a place to go - but a place to grow. That is the power of exceptional youth work.

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 8-19 years, up to 25 for those with additional needs) and their parents, stakeholders, partners and visitors. You will be the lead single point of contact on our reception desk providing a highly professional welcome and customer focused service. You will be positive about young people and will ensure that the Youth Zone functions to its maximum potential. You will be responsible for the reception area, visitors, deliveries, bookings and much more. This role also requires you to provide robust accurate and timely administration support to the Business Support Officer to ensuring the smooth running of the building and administration processes. Duties will include (but not exhaustive), welcoming young people, processing new members, directing phone calls and enquiries, maintaining the membership database efficiently and carrying out regular communication. Handling bookings, cash, banking, general enquiries, facilitating meetings and general office administration as requested.

KEY RESPONSIBILITIES

- To act as the first point of contact for Youth Zone members, staff, volunteers, suppliers, visitors and the general public
- To ensure new members are welcomed into the Youth Zone and introduced to a member of the youth work team
- To ensure bookings are managed in line with processes, H&S and customer service best practice standards
- To ensure visitors comply with health and safety requirements and child protection/safeguarding procedures, including signing into and out of the building and the allocation of visitors' passes
- To deal with telephone & email enquiries, take and relay messages, screen and direct calls
- To lead and support the Business Support Officer with general office and business administration duties, including ordering supplies, bookings, enquiries, membership, cash handling, banking, deliveries, call handling, reporting, and any other duties to support the smooth running of the Youth Zone.
- To support our Finance Manager with any finance administration processes as required
- To take ownership of our reception and work with other staff and service leads to ensure the most efficient and effective customer service and reception duty.
- To ensure that all deadlines are met and that the overall running of the reception support service is effective and reliable.
- To maintain the room bookings system, manage data (collection & input) and reporting, finance reconciliations, systems administration, and records as required
- To support and oversee our Admin apprentice, providing learning support and management.
- To deputise and support in the general administration duties in the absence of the Business Support Officer.
- Be a role model for young people and present a positive "can do" attitude
- Take personal responsibility for own actions

- Commit to a culture of continuous improvement
- Work within the performance framework of Warrington Youth Zone and OnSide
- 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 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)
- 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
- 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
Handling cash	Essential
Experience (2years minimum) in general administration and customer service.	Essential
Proficient user of IT programs such as windows packages, data base systems and IT management software.	Essential
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	
Business or administration qualifications (or equivalent) OR minimum 2 years relevant experience	Essential
A basic IT or computer literacy qualification	Desirable

Evidence of ongoing professional development	Desirable
SPECIAL REQUIREMENTS	
A willingness to work flexibly to meet business needs	Essential
A willingness to cover events, holidays and staff absence	Essential
Enhanced DBS clearance. Commitment to Safeguarding children	Essential

The strength of OnSide comes from the diversity of the people within our vibrant network. We are proud that our Youth Zone teams reflect the communities they serve, and we value people working together from a range of different backgrounds, locally and nationally, and with different experiences, all with a shared passion for boosting the aspirations of young people across the country. Diversity brings innovation, fresh ideas and creativity, and we actively strive to create a culture that is truly inclusive and fair for all and where everyone in the team can be themselves and thrive.

CLOSING DATE FOR APPLICATIONS:

Application closes end of day 6th February 2023, but please apply before this deadline if you are able.



APPLICATION PROCESS

To apply, please complete the application from (<https://warringtonyouthzone.org/get-involved/vacancies/>)

& return to recruitment@wyz.org.uk

In addition, please 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 Warrington Youth Zone processes your data, go to <https://warringtonyouthzone.org/privacy-policy/>

ONSIDE YOUTH ZONES

NETWORK VALUES



YOUNG PEOPLE FIRST

Young people are at the heart of everything we do, inspiring and challenging us to deliver services that exceed their needs and challenge them to be the best they can be.

EXCELLENCE

We encourage ourselves and each other to be the best we can be through continuous learning and improvement, and a focus on finding solutions.



RESPECT

We act with honesty and integrity, celebrating diversity across the whole organisation and caring about each other, our young people and the Youth Zone environment.



AMBITIOUS

We are passionate and driven in taking on new challenges, embracing new ideas, and exceeding our ambitions for young people, the Youth Zones and our local communities.

COLLABORATIVE

We will create and nurture strong, creative partnerships, working together to achieve better results and outcomes for young people.

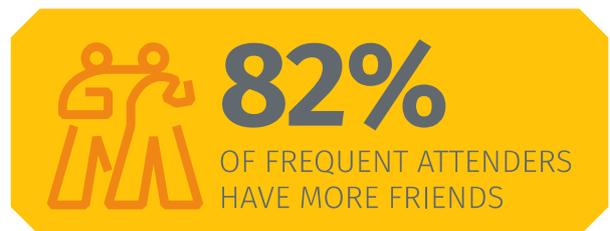


OnSide
Here for young people

PROVEN IMPACT



GIVE YOUNG PEOPLE A SAFE EXCITING PLACE TO GO TO HAVE FUN,
BUILD THEIR SOCIAL NETWORKS AND SUPPORT THEIR PERSONAL DEVELOPMENT



HELP YOUNG PEOPLE LEAD HEALTHIER, HAPPIER LIVES

