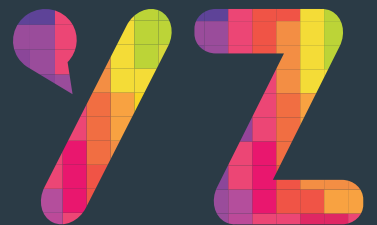




Support Team
Reception &
Membership
Co-ordinators

WARRINGTON



An **OnSide** Youth Zone



ROLE PROFILE

POST:

Reception & Membership Co-ordinator

SALARY:

£10.00 p.h - £10.45 p.h

LOCATION:

Warrington (Dalham Lane)

REPORTING TO:

Business Support Officer

CONTRACT:

Permanent: Part time from 8 to 24 hours a week

BENEFITS:

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

THE PERSON

Do you want be 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 visor who walk thoughts our door with a warm welcome? Are you comfortable dealing with member of the public and you enjoy going the extra mile?

WARRINGTON YOUTH ZONE

Opening in Spring 2022 Warrington Youth Zone will 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.

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. 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 Zone's various sessions, you will be responsible for giving every young person, guest and visitor receives a warm welcome. You will be responsible for the reception area, ensuring young people enter the session smoothly, processing new members, directing phone calls and enquiries, maintaining the membership database efficiently and carrying out regular communication.

THE ROLE

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 Junior age members (8-12 years) leave sessions safely in the care of parents or guardians
- 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 enquiries, take and relay messages, screen and direct calls
- To book Youth Zone members into sessions, enter new members on to the membership database and collect entrance fees (training will be provided for the membership database)
- To support young people with completing membership forms
- To cash up at the end of each Youth Zone session
- To ensure that any administration and paperwork is up to date and completed by the end of each Youth Zone session
- To maintain the meeting room calendar for the Youth Zone
- To keep records up-to-date related to attendance, trips, events and meetings
- To assist with any general administration and communication functions as required
- 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
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	
GCSE in Maths and English or equivalent	Essential
A basic IT or computer literacy qualification	Desirable
Evidence of ongoing professional development	Desirable
SPECIAL REQUIREMENTS	
A willingness to work unsociable hours	Essential
A willingness to cover events, holidays and staff absence	Essential
Enhanced DBS clearance. Commitment to Safeguarding children	Essential

GENERAL INFORMATION

A range of part time & sessional positions are available, weekday evening and all weekend. Typical contracts range from 8 -24 hours a week.

APPLICATION PROCESS

To apply, please complete the application from (<https://warringtonyouthzone.org/get-involved/vacancies/>) & return to recruitment@warringtonyouthclub.co.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/>

CLOSING DATE FOR APPLICATIONS:

Warrington Youth Zone will begin training and induction of our sessional team in March 2022.

Recruitment will be ongoing from January 2022, and we will process & interview applications as they are received.

Application closes end of day 13th February, but please apply before this deadline if you are able.



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.

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.



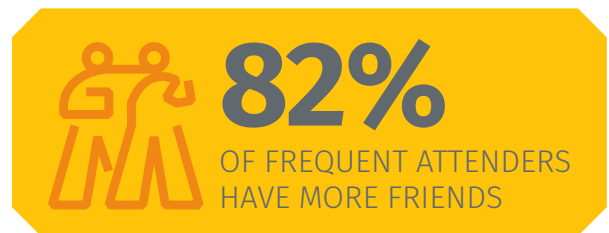
OnSide

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

