



An **OnSide** Youth Zone

JOB DESCRIPTION

Job Role: Reception and Business Support Worker

Hours: 26 hours per fortnight

(worked over a fortnightly alternate pattern of 9.5 hours / 16.5 hours per week)

This position will align to some of our Club opening times (details below) and involve reception and business support duties, with a particular focus on welcoming members and parents/carers to their session, supporting the delivery team with member enquires during club time, and overseeing parent/carer collection at the end.

3pm - 9pm Thursday (Junior (7 – 12yrs) session), weekly

3pm - 9.30pm Friday (Senior (12 – 18yrs) session), bi-weekly

9.30am - 1pm Saturday (Inclusion (7 – 25yrs) session), weekly

Salary: £21,380 FTE per annum / pro rata (equivalent to £10.96 per hour)

Overall aim of position:

To be the first point of contact and offer a warm and engaging welcome to the CYZ community – which includes our members (young people), parents, carers, building hirers and users, and Patrons, as well as the general public. This includes in-person, over the phone, via email and through social media as required.

To fulfil the full range of reception duties whilst CYZ is open including meeting and greeting members and visitors, ensuring the building is always welcoming, facilitating any room hires, updating monitoring and recording systems to capture footfall, being the point of contact for members and parents and carers during Club opening times, and administering membership badges. Maintaining professional and efficient levels of customer service throughout.

To provide a wide range of administration support to the CYZ team including processing any referrals for targeted youth support, managing petty cash, establishing monitoring systems, creating posters and signs, placing orders and co-ordinating room hire and bookings.

The Successful Candidate:

Will be a welcoming person – offering everyone who comes in to contact with CYZ a warm 'hello'. You will be grounded and able to deal with whatever query may come your way.

You will be confident, have initiative and be able to work on your own, whilst also being a key member of the CYZ team.

You will have some general administration, HR and finance experience and an eagerness to learn on the job – Youth Zones are truly unique places. Training is available on all areas and systems we use.

You will recognise the needs of our families and members and be able to respond to these as appropriate.

CYZ Job Description – Reception and Business Support Worker (May 2023)

You will recognise that primarily, we are a space for young people, and understand our responsibility to recognise their (and their families) needs and respond as appropriate. You will be committed to demonstrating our collective value, understanding and aspirations for young people in our community, acting as a role model for all young people you come into contact with.

Main duties and responsibilities of the role:

- Be the initial point of contact and warm welcome for all enquires, contacts and bookings.
- Responsible for co-ordination of our daytime use of CYZ facilities and resources by partner / external organisations, and in ensuring these bookings keep coming back.
- Be confident in providing Youth Club based reception duties during activity opening times, duties may involve; sign members in, liaise with parents and carers, be a central point of contact and performing membership information related duties. As well as finance duties such as till reconciliations.
- Play a key role in our engagement with the CYZ community including external communications and public notices (such as posters, social media, website and parent comms).
- Establish positive working relationships with a range of relevant partner organisations and stakeholders.
- Play a key role in the provision of business support to the wider Team including the areas of recruitment, HR, financial (including daily and weekly cash reconciliations) and maintaining membership records.
- Assist in recording and evaluating our work, including encouraging feedback, and providing reports, stats and other relevant information as required.
- Promote and uphold an inclusive culture and proactively challenge any prejudice and discrimination
- Follow all policies and procedures as required by the organisation including Safeguarding
- Assisting with any general administration and communication functions as required
- Carrying out any other reasonable duties as requested by the Operational Leadership Team.

Person Specification Essential or Desirable	
Experience	
Experience of customer service with a wide ranging audience	Essential
Experience of working in a fast paced environment	Essential
Experience of being the first point of contact for an organisation	Desirable
Experience with day to day HR administration and finance work and bespoke management information systems	Desirable
Experience of working with young people	Desirable
Qualifications	
An Administration or customer service based qualification	Desirable
Skills	
Able to work as part of a team and under own initiative	Essential
Able to plan and evaluate you own work schedules but deal with competing needs with some flexibility at the same time	Essential
Able to communicate confidently and effectively with young people, parents, team members and members of the public	Essential
Flexibility and adaptability to deliver work within a framework that promotes inclusion	Essential
High levels of integrity and trustworthiness.	Essential
Ability to engage and build positive relationships with the CYZ community (young people, parents/ carers), hirers, Patrons, all visitors	Essential
Excellent written and verbal communication skills	Essential
Knowledge	
An understanding of the issues affecting young people's lives and knowledge of their needs	Essential
Knowledge of health and safety, diversity awareness and safeguarding (supported by ongoing training and development)	Essential
Other Requirements	
A willingness to work evening and weekend hours	Essential
The ability and willingness to travel to events in the region and beyond	Desirable

We are committed to safeguarding and promoting the welfare of children, young people and vulnerable groups. This post requires us to complete an Enhanced DBS check with a Children's Barred List check.