## Role Profile

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| **Job title** | Youth Zone Receptionist  | **Salary:** | £7.50 per hour |
| **Reporting to:** | Administration Manager | **Holidays:** | 33 days (pro-rota) including bank holidays  |
| **Location:** | Wirral Youth Zone  | **Hours:** | 14 hours (late afternoon, evenings and weekends) |
| **Key Relationships:** | Young people, parents, Youth Zone staff, Session Leader |

**Job Purpose:**

A vital front of house role, the reception is the first point on contact for Youth Zone members and their parents. Without a welcoming and professional team who are also positive about young people the Youth Zone would not function. Working during the Youth Zone sessions you are responsible first of all for giving every young person a warm welcome into The Hive. You will be responsible for the reception area ensuring young people entre the session smoothly, processing new members, directing phone calls and enquiries, maintaining the membership database efficiently and carrying out regular communication.

**Context of the post:**

Youth Zones are amazing places: accessible, vibrant, welcoming, fun and caring are just some of the words used by young people to describe their Youth Zone. Wirral Youth Zone, which is opening in spring 2017 will be no different. Youth Zones are for young people aged 8 to 19, and up to 25 for young people with additional needs. Wirral Youth Zone is part of the growing OnSide network alongside Bolton, Blackburn, Manchester, Oldham, Carlisle, Wigan and Wolverhampton.

Wirral Youth Zone is centrally located, 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 and has big ambitions to be a flagship for quality youth provision. Open 7 days a week, at weekends and during 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 £6 million building will provide young people with access to a range of activities, all offering young people the opportunity to try new things, meet new friends and gain support from friendly, warm and positive staff and volunteers. The facilities include a 3G pitch, a gym, sports hall and recreation area, and dance, arts, music and media suites.

**Values and Aspiration**

The young people’s chosen name “The HIVE” represents the aspirations and values that young people feel the Youth Zone should stand for. The Youth Zone will be a ‘hive’ of activity, adventure and fun for all young people where they can try new experiences and learn new skills. The Hive will be a place where young people can reach their full potential, grow their dreams and achieve their goals. They want it to be a safe and supportive community for young people to belong and be themselves.

We are looking for someone who can deliver on the young people’s aspirations and who:

* Is a positive role model for young people who believes and recognises young people’s potential
* Has positive and “can do” attitude
* Takes responsibility for their own actions
* Is committed to a culture of continuous improvement and subscribes to a “tonight’s better than last night” philosophy
* Is willing to go the extra mile to ensure great provision for young people

**Duties and Responsibilities – General**

* Work within the performance framework of Wirral Youth Zone and OnSide
* Represent Wirral Youth Zone positively and effectively in all dealings with internal colleagues, and external partners
* 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 Child Protection Officers using the safeguarding policies, procedures and practice (training to be provided)
* To assist with any promotional activities and visits that take place at the Youth Zone
* To actively promote the Youth Zone and positively contribute towards increasing Youth Zone membership
* To adhere to Wirral Youth Zone policies at all times, with particular reference to Health and Safety, Safeguarding and Equal Opportunities

**Duties and Responsibilities - Detailed**

* To take responsibility for maintaining the reception area at the Youth Zone and providing a welcoming environment
* 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 members leave session safely in the care of parents/guardians/carers
* To ensure visitors comply with health and safety requirements and child protection/safeguarding procedures, including the allocation of visitors’ badges
* 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 and to issue membership cards
* To cash up at the end of each Youth Zone session, ensure that any administration and paperwork is up to date and completed by the end of each 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 support the smooth running of the Youth Zone session as required
* To assist with any general administration and communication functions as required
* Carry out any other reasonable duties as requested by manager

**Special Requirements**

* This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS)
* A willingness to work unsocial hours during evenings and weekends is required

**Person Specification**

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| **Selection Criteria\*** A = Application Form I = Interview T = Test/Personality Profile | **Essential or Desirable** | **Method of Assessment** |
| **Experience** |
| Managing or supervising a reception desk or entrance point | Essential | A, I & T |
| Working in a customer facing environment | Essential | A & I |
| Dealing with the general public | Essential | A & I |
| Handling cash | Essential  | A & I |
| Experience using a membership system or data base | Desirable  | A & I |
| Experience working with young people | Desirable  | A & I |
| **Qualifications** |  |  |
| GCSE in Maths and English or equivalent | Essential | A |
| A basic IT or computer literacy qualification | Desirable | A |
| **Skills** |  |  |
| Ability to engage with all types of people from young people, community members and colleagues to official visitors and Board Directors | Essential | A & I |
| Willingness to support the Youth Work team in ensuring a safe, fun and welcoming environment for all young people | Essential | I & T |
| Ability to diffuse pressurised situations while remaining calm and in control | Essential | I & T |
| Good communication and interpersonal skills | Essential | A & I |
| Ability to work on own initiative and as part of a team | Essential | A & I |
| Ability to pay attention to detail, be thorough and organised | Essential | A & I |
| Excellent time keeper | Essential | A & I |
| **Knowledge** |  |  |
| Knowledge of computers and relevant software such as MS Office | Essential | A, I & T |
| Knowledge of the issues which effect young people and safeguarding | Desirable | A & I |

\* Selection criteria for guidance only, alternative methods may be used to assist the selection process

**Wirral Youth Zone are committed to safeguarding and promoting the welfare of children, young people and vulnerable groups.**

**OnSide Youth Zones Values**

As a Youth Zone community our values provide us with cohesion as a group. We celebrate our differences; however, these values help ensure our actions, behaviour and motivations as colleagues and volunteers reflect our shared vision.

1. **Serving Young People**
* Focus on serving young people
* Continuous improvement in the service we offer
* Building relationships

We are dedicated to the development of young people and shall always strive to provide them with an environment and activities that will best inspire and develop them; that can deliver the ‘wow’ factor and leave a lasting impression.

We shall work to high standards and go the extra mile to build strong, positive relationships with young people. We welcome all young people as they are, and support them to make good decisions, ensuring their changing needs remain at the heart of our services.

1. **Can-Do Approach**
* Getting results
* Motivating others
* Determination

We shall deliver exceptional results through our passion and energy, pushing the bar higher. We will encourage ourselves and others to take on new challenges, whilst offering support and seeking advice at times, with a real pride in what we do.

We must be resilient and determined to achieve our goals. We all understand that sometimes we will not get there but often we will achieve spectacular success.

**3. Teamwork**

* Openness
* Supporting others
* Valuing and respecting others

In our network every job and volunteer role is important. We value each person and his or her job as much as we value our own. We recognise the efforts of others, whether seen or unseen. We strive to be a team of high quality coaches; sharing our experience and best practice across the network and in turn benefiting from the experience of others.

We should encourage different views to our own, and support colleagues in their decisions irrespective of their outcome. We should be able to challenge colleagues openly, speaking up on controversial issues without fear. Therefore, our relationships will develop with each other based on trust, respect and dignity.

**4. Doing it Right**

* Acting with integrity
* Constant personal improvement
* Developing others

We are passionate about doing it right and are happy to seek specialist help when needed. We will train and be trained.

We encourage learning and development and will achieve ever-increasing personal competence resulting in a culture of constant improvement and professionalism.

**5. Innovation Friendly**

* Innovative environment
* Individual creativity

We want to provide an environment that generates innovative ideas and solutions; we are trailblazers. We wish to encourage employees, volunteers and young people to experiment with process and service provision.

We want an environment where innovation and creativity can flourish. We want a network where there is the freedom for individuals to think differently.