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|  | **Role Profile** |  |  |
| **Job title** | **Youth Zone**  **Receptionist** | **Salary:** | Up to £10.55 an hour |
| **Reporting to:** | Business Administration  Manager | **Holidays:** | 33 days including bank holidays |
| **Location:** | Unitas Youth Zone  Burnt Oak, Barnet | **Hours:** | 3 part time positions available for a total of 50 hours per week (including evening and weekend work) |

**The Person:** We are looking for someone who has a friendly and welcoming nature, is organised, has excellent front of house skills and wants to positively change the lives of young people. You will be passionate about ensuring all young people have access to a safe and fun environment.

**Key Relationships:** Young People, Parents, Visitors, Youth Zone Staff, Business Administration Manager, Facilities Coordinator.

**Key Dates: Closing date: 12pm 4th March 2019**

**Interview date: 19th March 2019**

**Job Purpose:**

A vital front of house role, the reception is the first point on contact for young people and their parents. Your face will be the first face they see and the warm welcome will set the tone for their whole Unitas Youth Zone experience. Without a welcoming 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 positive experience when they enter Unitas Youth Zone. 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.

**Context of the post:**

OnSide Youth Zones, established in 2008, has been growing rapidly and has ambitious plans to create 100 Youth Zones in towns and cities, giving young people somewhere safe and inspiring to go in their leisure time. 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. Unitas, opening in Summer 2019, will be no exception, and is part of the OnSide network of Youth Zones.

Many young people, particularly those from socio-economically deprived areas, face an endless maze of boredom, loneliness and temptation, with nowhere to go and a lack of inspiring and productive activities to occupy their leisure time. This can lead to negative impacts on their health, educational attainment and career prospects. These are the young people that will shape the country’s future prospects. It is this paradox that lies at the heart of OnSide’s drive to establish a national network of Youth Zones; a proven model of youth service provision that is aligned to community needs and supported by cross-sector funding. Youth Zones give young people affordable access to a broad range of sport, arts and employability services, designed to help them lead active, positive lives and raise their aspirations for themselves and their community.

Unitas 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. 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 £6.5 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.

Find out more by watching ….

<https://www.youtube.com/watch?v=Yb18h1TPRNE>

<https://www.youtube.com/watch?v=sZCMoDYEfTQ>

……it might just change your life!

# Duties and Responsibilities - General

* 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 Unitas Youth Zone and OnSide
* Represent Unitas Youth Zone positively and effectively in all dealings with internal colleagues, and external partners
* 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
* Represent Unitas 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

# 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 sessions safely in the care of parents
* 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
* 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 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

**Application Process:**

To apply for this post and for further information about Unitas Youth Zone please visit our website at

<https://www.unitasyouthzone.org/get-involved/vacancies/> and complete the application form.

**In accordance with our Child Protection and Safeguarding procedures, this position requires an Enhanced DBS check**

**Person Specification**

|  |  |  |
| --- | --- | --- |
| **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 |
| 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 database | 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 |
| Knowledge of the issues which effect young people and safeguarding | Desirable | A & I |
| **Special Requirements** |  |  |
| A willingness to work unsociable hours | Essential | A & I |
| A willingness to cover events, holidays and staff absence | Essential | A & I |
| DBS clearance and committed to Safeguarding children | Essential | A & I |

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

The strength of the Onside Network and Unitas Youth Zone is the diversity of its people; We place huge value on different people doing things in different ways and we welcome applications from non-traditional backgrounds. The one thing we all have in common is our desire to raise the aspirations of young people across the country. Unitas Youth Zone are committed to safeguarding and promoting the welfare of children, young people and vulnerable groups.

