



## Role Profile – Unitas Receptionist

<b>Job title</b>	Receptionist	<b>Salary:</b>	£10.75 per hour
<b>Reporting to:</b>	HR & Systems Manager	<b>Holidays:</b>	33 days including bank holidays (pro-rata)
<b>Location:</b>	Unitas Youth Zone	<b>Hours:</b>	Up to 20hours per week available

**Job Purpose:** An exciting front of house role where the reception is the first point of contact for Youth Zone members, their parents, visitors, and suppliers. The Unitas reception requires a welcoming, professional, organised, pro-active, positive individual who is passionate about young people and the communities the youth zone serves. Whilst working during the Youth Zone sessions you will be responsible for greeting every young person as they arrive and ensuring they leave safely. You will also 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. You will be someone with a clear 'can do' approach, committed to a growth mindset, eager to learn and willing to take risks all for the benefit of supporting young people. You will demonstrate our Values through all you do and will commit to giving your best every session for young people.

**Key Relationships:** Core Management Team, Youth Work Managers, OnSide, External Stakeholders, Young People, Parents & Visitors.

### 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 vision is to unite young people to fulfil their full potential. The state-of-the-art £6.5 million building provides 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.

#### **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
- Represent Unitas Youth Zone positively and effectively in all dealings with internal colleagues, and external partners
- Comply with all policies and procedures, with 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 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 and providing a welcoming environment
- To act as the first point of contact for Youth Zone members, staff, volunteers, suppliers, visitors, and the 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
- To administer First Aid in line with Unitas procedures (First Aid qualified only)

- To ensure First Aid boxes are kept up to date and stocked.
- To ensure all laptops and iPads are secured at the end of each session.
- To ensure all Senior members that leave the building sign out on exiting.

## Person Specification

<b>Selection Criteria*</b>	<b>Essential or Desirable</b>
A = Application Form I = Interview T = Test/Personality Profile	
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 using a membership system or database	Desirable
Experience working with young people	Desirable
<b>Qualifications</b>	
GCSE in Maths and English or equivalent	Essential
A basic IT or computer literacy qualification	Desirable
<b>Skills</b>	
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
<b>Knowledge</b>	
Knowledge of computers and relevant software such as MS Office	Essential
Knowledge of the issues which effect young people and safeguarding	Desirable
<b>Special Requirements</b>	
A willingness to work unsociable hours when required	Essential
A willingness to cover events, holidays, and staff absence	Essential
DBS clearance and committed to Safeguarding children	Essential

Unitas Youth Zone are committed to safeguarding and promoting the welfare of children, young people, and vulnerable groups. This post is subject to an enhanced DBS check. The strength of the OnSide Network of 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 what might be considered non-traditional backgrounds. The one thing we all have in common is our desire to raise the aspirations of young people across the country. We are an equal opportunity employer. All applicants will be considered for employment without attention to race, colour, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status.

<b>Unitas Values:</b>
<b>Young People First:</b> We will show an absolute determination to unite young people in order to help them raise their aspirations and fulfil their potential.
<b>Be the Best Version of you:</b> We want everyone associated with Unitas to be the best they can be, to never settle for 'just enough' or 'second best' and to constantly strive to do more and to challenge each other for more.
<b>Integrity:</b> We want everyone associated with Unitas to act with integrity, to be honest and open, and to respect each other and the youth zone environment.
<b>#Oneteam:</b> All those associated with Unitas will display a willingness to work together and to form positive and collaborative relationships that strive for the best possible outcomes for young people.
<b>Dream Big:</b> We will support young people to achieve their goals helping them see that they can be whoever they wish to be and that they can have some fun along the way in a safe and nurturing environment.

YOUR VOICE.  
YOUR POWER.  
YOUR UNITAS.

# UNITAS 2.0

YOUNG PEOPLE FIRST // #ONETEAM // DREAM BIG // INTEGRITY // BE THE BEST VERSION OF YOU

UNITAS	UNITAS COMMUNITY OUTREACH	UNITAS SATELLITE	UNITAS MENTORING	UNITAS YZ AT HOME (DIGITAL)
<ul style="list-style-type: none"><li>• Capped sessions in line with guidance</li><li>• Bookable activity</li><li>• Invite only</li><li>• Community partners</li><li>• Holiday Club</li></ul>	<ul style="list-style-type: none"><li>• Montrose Park - fitness, art, dance, open air drama, mentoring</li><li>• Walking Bus</li><li>• Local parks</li><li>• Engaging young people through street based activity</li><li>• Trips &amp; Treats - bowling, meals out</li></ul>	<ul style="list-style-type: none"><li>• Community spaces</li><li>• Children's centres?</li><li>• Local Authority hubs</li><li>• Working collaboratively with local partners and at their venues</li><li>• After School Clubs</li></ul>	<ul style="list-style-type: none"><li>• 1:1 support</li><li>• Borough wide</li><li>• Meet in neutral spaces like local cafes and restaurants</li></ul>	<ul style="list-style-type: none"><li>• Timetable weekly content</li><li>• UniCafe</li><li>• Peer to peer</li><li>• Tik Tok</li><li>• Insta</li><li>• Snapchat</li></ul>

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*PPE - Risk Assessment - Social Distancing - Staff Bubbles - Salesforce - Review*