

JOB DESCRIPTION

Job title	Receptionist	Salary:	£11.95 per hour
Reporting to:	Head of Reception and HR Assistant	Holidays:	33 days including bank holidays (pro-rata)
Location:	Unitas Youth Zone, 76 Montrose Avenue, HA8 0DT	Hours:	Up to 15 hours per week available
Key Relationships:	Office team, Youth Work team (permanent and sessional), OnSide colleagues, external stakeholders, young people, parents, contractors, and visitors		

Job Purpose

This is an exciting front-of-house role. The Unitas reception is the first point of contact for Youth Zone members, their parents, visitors, staff, volunteers, 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.

Context of the post

Banet Youth Zone, named "Unitas" by local young people, was the second Youth Zone in London opened by the national charity, OnSide, in the summer of 2019. Unitas, like all OnSide Youth Zones, exists to give young people, particularly those who are disadvantaged, somewhere to go, something to do and someone to talk to. Each Youth Zone is open 7 days a week, all year round, with the purpose of supporting young people to become happy, healthy, and successful adults.

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 new experiences.

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 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 Leads 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 always adhere to Unitas Youth Zone policies, with reference to Health and Safety, Safeguarding and Equal Opportunities
- To be willing to step in and step up, and not see the below set of duties and responsibilities as exhaustive

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
- To administer First Aid in line with Unitas procedures (if you are not currently First Aid-qualified, we will seek to get you on a course early in your employment)
- 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
- To carry out any other reasonable duties as requested by the session lead or any manager

Person Specification

Selection Criteria*	Essential or Desirable
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 public	Essential
Handling cash	Essential
Experience using a membership system or database	Desirable
Experience working with young people	Desirable
Qualifications	
GCSE in Maths and English or equivalent	Essential
A basic IT or computer literacy qualification	Desirable
Skills	
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	
Knowledge of computers and relevant software such as MS Office	Essential
Knowledge of the issues which effect young people and safeguarding	Desirable
Special Requirements	
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.