



## ROLE PROFILE

<b>JOB TITLE:</b>	Reception & Membership Coordinator	<b>SALARY:</b>	£10.90 per hour (Living Wage Employer)
<b>REPORTING TO:</b>	Business Administration Manager	<b>HOLIDAYS:</b>	33 days pro rata including bank holidays
<b>LOCATION:</b>	HideOut Youth Zone	<b>HOURS:</b>	13.5 hours per week on Tuesdays & Thursdays 3:45pm - 8:15pm, Saturdays 10:45am - 3.15pm - additional hours regularly available

**KEY RELATIONSHIPS:** Young people and parents, Business Administration Manager and HideOut Youth Zone staff, volunteers, partners and stakeholders

## A BIT ABOUT HIDEOUT

Now two years into its delivery and open 7 days a week, including school holidays, HideOut Youth Zone's purpose is to help young people grow to be happy, healthy and successful adults. Our state-of-the-art £6.6 million building provides young people with somewhere to go, something to do and someone to talk to. Facilities include a 3G pitch, climbing wall, gym, sports hall and recreation area, and dance, arts, music and media suites. As HideOut moves into the next stage of its journey, the next three years will see the evolution of the delivery, facilities and opportunities for young people across Manchester.

## WHAT IS THE ROLE?

A vital front of house role, Reception is the first point of contact for Youth Zone members (children and young people aged 8-19 years, up to 25 for those with additional needs) and their parents. You will be a key part of a welcoming and highly professional team who are positive about young people and will ensure that the Youth Zone functions to its maximum potential. Working across HideOut Youth Zone's various sessions, you will be responsible for giving every young person, guest and visitor receives a warm welcome to HideOut. 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.

## WHAT WILL I BE DOING?

- 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 age members (8-12 years) leave sessions safely in the care of parents or guardians
- To ensure visitors comply with health and safety requirements and child protection/safeguarding procedures, including signing into and out of the building and the allocation of visitors' passes



- 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

## WHAT ELSE WILL I NEED TO DO?

- 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 HideOut Youth Zone and OnSide
- Represent HideOut 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
- 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.

## PERSON SPECIFICATION

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

Selection Criteria*	Essential or Desirable	Method of Assessment
A = Application Form    I = Interview    T = Test/Personality Profile		
<b>Experience</b>		
Managing or supervising a busy 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
<b>Qualifications</b>		
GCSE in Maths and English or equivalent	Essential	A
A basic IT or computer literacy qualification	Desirable	A
<b>Skills</b>		
Able to work under pressure and in a fast-paced environment	Essential	A & I
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

<b>Selection Criteria*</b> A = Application Form   I = Interview   T = Test/Personality Profile	<b>Essential or Desirable</b>	<b>Method of Assessment</b>
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 timekeeper	Essential	A & I
<b>Knowledge</b>		
High level knowledge of computers and relevant software such as Microsoft Office	Essential	A & I
Knowledge of the issues which effect young people and safeguarding	Desirable	A & I
<b>Special Requirements</b>		
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

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## ADDITIONAL INFORMATION

HideOut Youth Zone is committed to safeguarding and promoting the welfare of children, young people and vulnerable groups. The role is part-time, based at HideOut Youth Zone in Gorton and is subject to an enhanced DBS check.

The strength of HideOut and the OnSide network of Youth Zones is the diversity of its people; we place huge value on equal opportunities and encourage applications from candidates of diverse backgrounds, communities and abilities. For information regarding how the Youth Zone will process your data, please visit [www.onsideyouthzones.org/applicant-privacy/](http://www.onsideyouthzones.org/applicant-privacy/).

# ONSIDE YOUTH ZONES NETWORK VALUES



## YOUNG PEOPLE FIRST

Young people are at the heart of everything we do, inspiring and challenging us to deliver services that exceed their needs and challenge them to be the best they can be.

## EXCELLENCE

We encourage ourselves and each other to be best we can be through continuous learning and improvement, and a focus on finding solutions.



## RESPECT

We act with honesty and integrity, celebrating diversity across the whole organisation and caring about each other, our young people and the Youth Zone environment.



## AMBITIOUS

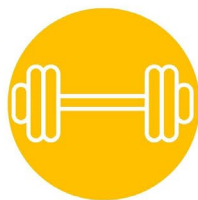
We are passionate and driven in taking on new challenges, embracing new ideas, and exceeding our ambitions for young people, the Youth Zones and our local communities.

## COLLABORATIVE

We will create and nurture strong, creative partnerships, working together to achieve better results and outcomes for young people.



# **BENEFITS OF WORKING FOR HIDEOUT YOUTH ZONE**



**Onsite fitness  
gym & boxing  
/ MMA suite**



**33 days  
annual leave  
pro rata**



**Secure  
cycle store**



**Branded  
workwear**



**Queen  
Bee's cafe**



**Flexible  
working**



**Learning and  
development  
opportunities**



**Partnership  
working**



**Working with  
like-minded  
people and  
cultures**



**Part of a  
wider network**



**Pension  
scheme**



**Living Wage  
Employer**

## **Employee Assistance**

### **Programme**



**HideOut's Employee Assistance Programme provides free and confidential support for our employees on a wide-range of topics, such as:**

- Unlimited telephone support (24/7) with calls answered by experienced in-house counsellors, legal and financial specialists
- Structured counselling over the phone, via live chat, email, or in person (up to 6-sessions)
- Family advice line on topics such as childcare & eldercare
- Legal information services including debt & financial information
- Critical incident and trauma support
- Occupational health services
- Crisis support
- "My Healthy Advantage" smartphone app and online personalised wellbeing portal, including videos, webinars, mini health checks and health coaching
- Coverage for dependents (partner/spouse and children aged 16-24) within HMRC guidelines
- Support for line managers
- BrightTV and Wellbeing podcasts