



FRONT OF HOUSE VOLUNTEER

Location: HideOut Youth Zone, Gorton

Suggested Time Commitment: 2 hours per week (although there is flexibility in this)



An **OnSide** Youth Zone

ABOUT THE ROLE

Our Front of House Volunteers provide us with vital support, welcoming in and seeing out young people joining our sessions. They interact with parents to make sure everything runs smoothly for our young people. This helps us to run sessions for young people that build their confidence, social skills and overall wellbeing.

WHAT CAN YOU EXPECT TO BE DOING?

- Acting as the first point of contact for Young People coming into the Youth Zone
- Helping to manage queues into the Youth Zone
- Communicating with parents to make sure young people arrive and leave sessions smoothly
- Ensuring new members are welcomed in and introduced to the appropriate member of staff
- Building positive relationships with young people across the youth zone
- Working collaboratively with the reception team and other members of staff to support the delivery of sessions
- Acting as a positive role model for young people
- Promoting an inclusive culture where all young people are listened to, valued, and cared for

WHAT ARE THE BENEFITS TO YOU AND OUR YOUNG PEOPLE?

You will gain new skills and develop existing ones whilst making a significant contribution to the lives of the young people. You will become part of our team and our young people will have a great time. You will enhance your CV whilst also being there as a positive role model to many of our young people. The benefits really are endless!

WE'RE LOOKING FOR SOMEONE WHO:

- Enjoys meeting and engaging with people from a wide range of backgrounds
- Is organised and efficient
- Some customer service and administration experience would be great but, if you don't have any, a willingness to learn will be more than enough!
- Basic IT skills
- Shares the same values of HideOut
- Is committed to making a positive impact on the lives of young people

Please note that for this role you need to be at least 18 years of age and be prepared to undergo an enhanced DBS check.

Telephone: 0161 511 3777

Registered Charity Number: 1179712

Address: HideOut Youth Zone, 1 Queens Avenue, Manchester, M12 5PX