

Job Description

Job title	Receptionist
Reporting to:	Reception Coordinator
Location:	The Way Youth Zone
Key Relationships:	Young people, parents, Youth Zone staff

Job Purpose:

To take responsibility for the reception area and act as the first point of contact for members, visitors and the general public. To direct phone calls and enquiries and maintain the membership database efficiently, carrying out regular communication tasks through the database as required.

Context of the post:

Attracting young people from across the borough with its fantastic facilities, the Way Youth Zone provides positive activities and practical support, especially for those who are disadvantaged. The Youth Zone enables young people to make constructive use of their leisure time and to raise their aspirations. The centre is open seven nights a week, at weekends and during school holidays. The Youth Zone also develops and delivers targeted projects to improve the lives of disadvantaged and vulnerable young people in the area. With over 4,400 members at the end of our first year of opening, we provide 20+ activities each evening to over 1,200 young people, 52 weeks a year.

We are more than just an activity centre. We provide young people with 'somewhere to go, something to do and someone to talk to'. Our team of around 75 staff and over 100 volunteers provide a safe, supportive and inspiring space for young people to make the very best use of their leisure time and acquire the skills, knowledge and confidence to lead healthy and successful adult lives. We inspire young people to be ambitious, raise their aspirations and help our members to define and realise their goals.

Our service is in an award winning iconic two-storey building with an impressive array of facilities including a dedicated sports hall, a climbing wall, gym, boxing ring, dance and performing arts studio, art room, media suite, kitchen, music spaces, cafe, social areas and an outdoor floodlit all-weather pitch.

The Way Youth Zone's Values and Aspirations

The Way Youth Zone is a place of activity, adventure and fun for all young people where they can try new experiences and learn new skills. The Way Youth Zone supports young people to reach their full potential, grow their dreams and achieve their goals.

We are looking for someone who can deliver this aspiration for Wolverhampton's young people and share the following values:

TOGETHER	We are committed to building positive, inclusive relationships with all. Individuals are respected and celebrated within The Way community.
HONEST	We are open and sincere. We act with integrity and transparency and are accountable for our words and actions.
ENERGETIC	We approach all we do with a 'can-do' attitude. We are positive, dynamic and flexible and always give our best for Wolverhampton's young people.
WELCOMING	We create a safe, positive and supportive atmosphere for all. We care for people and are passionate in all we do.
ASPIRATIONAL	We are constantly evolving and always seek to improve. We grow, progress and develop as an organisation and as individuals. We lead by example and inspire others.
YOUTH-LED	We are needs-led and young person focused throughout our work

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 The Way Youth Zone and Onside
- Represent The Way 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, and data protection
- To be alert to issues of safeguarding and child protection, ensuring the welfare and safety of Youth Zone members is promoted and safeguarded, to report any child protection concerns to the designated safeguarding officer 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 Way Youth Zone and positively contribute towards increasing Youth Zone membership through contributing to an aspirational programme.

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 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 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 support young people with completing membership forms and to issue membership cards
- 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 assist with any general administration and communication functions as required
- Carry out any other reasonable duties as requested by manager

Special Requirements

- This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS)
- A willingness to work hours during evenings and weekends is required

Person Specification

Selection Criteria* A = Application Form I = Interview T = Test/Personality Profile	Essential or Desirable	Method of Assessment
Experience		
Several years' experience of working on 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
Qualifications		
GCSE in Maths and English or equivalent, grade C or above	Desirable	A
Customer Service/Administration qualification or similar	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 and fun environment for all Youth Zone members	Essential	I
Ability to remain calm and in control in pressurised situations	Essential	A & I
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
Able to prioritise effectively and follow instructions where required	Essential	A & I
Excellent time keeper	Essential	A & I
Knowledge		
Knowledge of computers and relevant software such as MS Office	Essential	A & I

Proven experience using a database. To include tasks such as data entry, data cleansing, producing reports

Essential A & I

THEWAY
WOLVERHAMPTON YOUTH ZONE

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

The Way Youth Zone is committed to safeguarding and promoting the welfare of children, young people and vulnerable groups