



CANDIDATE INFORMATION PACK

BUSINESS ADMINISTRATION MANAGER - THE WAY YOUTH ZONE, WOLVERHAMPTON



ROLE PROFILE

POST:

Business Administration Manager

REMUNERATION PACKAGE:

Up to £35,000 (dependent on experience);
33 days inclusive of bank holidays; pension scheme
through salary sacrifice 3% Employer/ 5%Employee;
access to Employee Assistance Programme

LOCATION:

The Way Youth Zone, Wolverhampton

REPORTING TO:

CEO of The Way Youth Zone

CONTRACT:

Permanent; Full time, 40 hours per week - some evening and weekend work may be necessary

THE WAY YOUTH ZONE

At The Way, we believe that all young people in Wolverhampton should have the opportunity to discover their passion and their purpose. To find out what they've got and where it could take them. Our Youth Zone is a purpose-built space fizzing with energy and crammed with incredible facilities. It is staffed by skilled and dedicated youth workers who truly believe in young people in the city - helping them see what they could achieve, and giving them the skills, confidence and ambition to go for it. Year in, year out we deliver life-changing support that helps thousands of young people in Wolverhampton from a diverse range of backgrounds to thrive. It's inspiring. It's empowering. And it works

Open 40 hours a week, 7-days a week, while schools are closed - that's evenings and weekends, plus all through the school holidays. We offer a safe and active space for young people to flourish in their leisure time, where their interests can be nurtured, and they can grow as individuals. We had 60,000 visits in 2019, and average 1,000 visits per week. This is a charity that the whole community can be proud of, and you can be part of that journey. Entry is just 50p each time and annual membership £5 which gives a young person access to over 20 activities per night! In addition to our open-access provision we run targeted projects such as Outreach and Mentoring that bring specific outcomes to some of those most in need of additional support and interventions.



The Way Youth Zone is a proven model of youth service provision that is aligned to community needs and supported by cross-sector funding. The Local Authority, local businesses and the wider community of Wolverhampton and the Black Country have donated to The Way to give 8-19 year-olds, (and up to 25 for young people with additional needs) affordable access to a broad range of sport, arts and employability services, designed to empower them to lead healthier, positive and more active lives - raising their aspirations for themselves and their community.

The facilities are second to none, delivering sporting, artistic, cultural and general recreational activities each session. The outstanding quality of the facilities is a concrete demonstration of the belief that young people deserve the best.

The Way Youth Zone benefits from the guidance, direction and support from colleagues and partners across the OnSide network. It is part of a network of 14 Youth Zones. OnSide's role is to provide ongoing support as the umbrella organisation within a federated structure and also to create new Zones, taking our tried and tested model to ever more young people across the country.

“
The Way really is amazing, I really appreciate you and everything you do, I love that my kids get to experience it!
”



THE ROLE

We are looking for a Business Administration Manager, to be part of our Senior Management Team, lead our back-office functions and have key responsibility for the Finance and HR functions

KEY RESPONSIBILITIES

- Work cooperatively with colleagues offering support and advice, contributing to the planning of development, induction and training of staff and volunteers.
- Perform aspects of the HR function including:
 - Recruitment, induction & onboarding of new starters.
 - Setting up and maintaining employee personnel files, in line with appropriate data protection/HR legislation.
 - Ensure, with support of the board & CEO, compliance with all employment legislation - liaising with and working alongside the OnSide HR support team.
 - Managing and monitoring employee appraisals, and taking a lead on HR related policies and procedures such as Performance Management, Annual Leave and Attendance Management.
 - Developing, reviewing, and updating policies and procedures, ensuring they are understood and observed
 - Promoting and organising staff development
- Line manage the HR and Finance Administration Assistants
- Establish and maintain appropriate office administrative and membership data systems
- Manage the Youth Zone's communications by phone, letter and email and provide administrative support for the youth work delivery staff and events
- Provide monthly financial information including invoices and payroll data
- Attend and participate in Board meetings as required; provide administrative support to the Board
- Work within the performance framework of the Youth Zone and OnSide
- Like all members of staff, be alert to issues of safeguarding and child protection, being aware of all reporting procedures and be willing to undertake professional development in all relevant aspects of safeguarding
- To carry out any other reasonable duties as requested by the Chief Executive.

PERSON SPECIFICATION

Applicants will be expected to demonstrate the experience, skills, abilities and attributes listed.

SELECTION CRITERIA
EXPERIENCE
Experience in managing members of staff from multi-disciplinary teams
Experience in senior administrative roles within a busy environment
Experience in using and embedding the use of HR systems and /or a CRM system such as Salesforce.
Experience in embedding and developing HR policies and processes across an organisation.
Experiencing supporting staff to manage HR issues
Experience of managing operational budgets and basic accounting functions
Proficient in Microsoft Office suite including Word, Excel, PowerPoint
Experience in managing budgets (desirable)
Coordination of events that involve multiple teams (desirable)
Experience within the not-for-profit sector (desirable)
SKILLS, KNOWLEDGE AND ATTRIBUTES
Has the ability to work under pressure, cope with multiple demands and deadlines at a consistently high standard.
Has the ability to set up, manage and effectively use office systems and contact databases (MS Office including Excel, Salesforce/or equivalent)
Displays excellent communication skills both spoken and written, with an eye for detail and the ability to communicate confidently with a range of audiences and stakeholders.
Is a problem solver with a 'can do' attitude and ability to think on your feet and be flexible
Able to work as part of a team and under own initiative.
Has excellent time management, administrative and organizational skills.
Ability to produce risk assessments to meet health & safety frameworks, insurance etc.
PERSONAL QUALITIES
Motivated to improve young people's lives for the better
Displays excellent judgement and focus all times
Has a strong commitment to Equality, Diversity and Inclusion
Inspires trust, good will and action in others
Actively seeks to continuously learn and develop
Is values driven, aligned with the values of The Way Youth Zone and the OnSide Network
Thrives in a fast-paced environment, with high standards for yourself and others

GENERAL INFORMATION

The normal hours of work are 40 per week, (weekend and evening work may be required on an occasional basis). There will also be occasional travel to meetings and events in the region and beyond.

APPLICATION PROCESS

To apply, please email a CV and cover letter (which should not exceed one page in length) explaining clearly why you are interested in the role and suited to it (based on the person specification). Please note that CVs without a cover letter will **not** be considered to recruitment@thewayyouthzone.org or apply via the website: [Vacancies | The Way Youth Zone](#)

In addition, please provide the following information:

- Confirmation you are eligible to work in the UK (the successful candidate will be required to provide documentary evidence before a job offer is confirmed);
- Any reasonable adjustments we can make to assist you in your application or the selection process.

In accordance with our Child Protection and Safeguarding procedures, this position requires an Enhanced DBS check.

For information regarding how OnSide processes your data, go to:

[Privacy Policy | The Way Youth Zone](#)



CLOSING DATE FOR APPLICATIONS:

9am, Monday 27th June 2022

FIRST STAGE INTERVIEWS:

W/C 4th July 2022

Interviews for shortlisted candidates will take place at The Way Wolverhampton Youth Zone, please ensure you are available on this date should you be contacted to attend for an interview.

The strength of OnSide comes from the diversity of the people within our vibrant network. We are proud that our Youth Zone teams reflect the communities they serve, and we value people working together from a range of different backgrounds, locally and nationally, and with different experiences, all with a shared passion for boosting the aspirations of young people across the country. Diversity brings innovation, fresh ideas and creativity, and we actively strive to create a culture that is truly inclusive and fair for all and where everyone in the team can be themselves and thrive.



OUR JOURNEY THROUGH 2020/21

WHAT WE DELIVERED APRIL 2020 - MARCH 2021



Our young people stayed connected and engaged in our sessions. Our total annual was attendance 16,371

This included attendance at:



Senior Sessions
6,236



Junior Sessions
4,285



Holiday Club
485

CASE STUDY: MENTORING PROGRAMME, SUPPORTED BY THE STEVE MORGAN FOUNDATION



Connor initially joined the online Peer Mentor Training workshops in May, following his 1:1 mentoring coming to an end, with a view to using his newly developed self-esteem and peer communication skills to support other young people.

Our Peer Mentor Training workshops aim to provide young people with the skills and knowledge of how to support and mentor their peers.

In the past, Connor has struggled to build positive and lasting peer relationships and worked hard with his 1:1 mentor, Natalya, to develop his social skills. As part of the Peer Mentor Training workshops, young people must spend a minimum of 5 weeks learning about the skills needed to successfully peer mentor other young people, as well as developing an understanding of leadership skills and communication skills. During the last week of the workshops, young people must choose from a selection of topic-focused sessions and deliver a full session which is assessed.

Connor chose to deliver a session on "Online Bullying" which was a huge decision for Connor as he had recently experienced online bullying. This incident, which progressed to police involvement, resulted in Connor feeling scared and worried about using the internet and fearful of future bullying.

During Connor's Online Bullying session he applied all of the skills he had learnt and using his own experiences to create a safe space, showing empathy, understanding and leadership throughout. He used humour to make the audience feel comfortable and supported them to develop their own ideas and conclusions, instead of simply providing answers for them.

Connor successfully passed this final assessment and is now recognised as a peer mentor for The Way Youth Zone. The whole team are immensely proud of Connor and how far he has come, however, none of us are as proud of him as his mom who was also present for his session delivery.

We can't wait for Connor to have the chance to apply the skills he has learnt with other young people.

“ I'm very proud of Connor. Over the last 6 weeks, he has worked hard to pass the course. ”

Connor's Mum

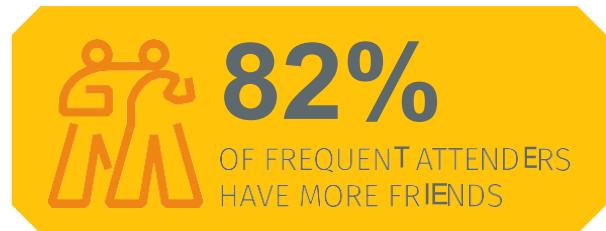


OnSide
Here for young people

PROVEN IMPACT



GIVE YOUNG PEOPLE A SAFE EXCITING PLACE TO GO TO HAVE FUN,
BUILD THEIR SOCIAL NETWORKS AND SUPPORT THEIR PERSONAL DEVELOPMENT



HELP YOUNG PEOPLE LEAD HEALTHIER, HAPPIER LIVES

