

Role Profile – Receptionist Administrator

Job title	Receptionist Administrator	Salary:	@ £19,760 pa pro rata
Reporting to:	Business Admin Manager	Holidays:	33 days including bank holidays pro rata
Location:	Wolverhampton	Hours:	Part time negotiable (including evenings & weekends).

The Person: Reporting into the Business Admin Manager (BAM), you will support the smooth running of The Way Youth Zone by providing reception cover for our busy youth zone and administration support to the finance, HR, fundraising and delivery teams. You will be a self starter, able to work quickly and accurately under pressure with a sharp eye for detail and able to manage competing priorities in a very busy environment.

Key Relationships: Youth Zone staff, young people, volunteers, funders and stakeholders as well as other members of the On-Side Network.

Context of the post:

Youth Zones are amazing places: accessible, vibrant, welcoming, fun and caring are just some of the words used by young people to describe their Youth Zone. Youth Zones are for young people aged 8 to 18, and up to 25 for young people with additional needs.

Many young people, particularly those from socio-economically deprived areas, face an endless maze of boredom, loneliness and temptation, with nowhere to go and a lack of inspiring and productive activities to occupy their leisure time. This can lead to negative impacts on their health, educational attainment and career prospects. These are the young people that will shape the country's future prospects. It is this paradox that lies at the heart of OnSide's drive to establish a national network of Youth Zones; a proven model of youth service provision that is aligned to community needs and supported by cross-sector funding. Youth Zones give 8-18 year olds, and up to 25 for those with a disability, affordable access to a broad range of sport, arts and employability services, designed to help them lead active, positive lives and raise their aspirations for themselves and their community.



Wolverhampton Youth Zone, The Way 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 6 days a week and during school holidays, The Way's vision is to unite young people to achieve their full potential. The state-of-the-art 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 support from friendly, warm and positive staff and volunteers. The facilities include football pitch, a gym, sports hall, climbing wall, boxing gym and recreation area, and dance, arts, music, cooking and media suites.

Reception is the first point of contact for young people and their parents when visiting the Youth Zone; a warm welcome will set the tone for their whole experience. Working during the Youth Zone sessions, you will be responsible for giving every young person a positive experience when they arrive at the Youth Zone. As part of the reception team, you will ensure young people enter the session smoothly, process new members, direct phone calls and enquiries and maintain the membership database. In addition, you will ensure Junior members leave the sessions safely, in the care of parents, and ensure visitors comply with health & safety and safeguarding procedures. As an administrator you will support our busy back office function to ensure that all aspects of the Youth Zone run efficiently.

We are looking for people who have experience on a busy reception desk and providing a range of admin support who have experience working with the general public, within a customer facing environment ideally with young people. You will have the ability to work from your own initiative, will have the ability to engage with a wide range of people, be able to diffuse pressurised situations while remaining calm. You will have a good understanding and be committed to safeguarding young people. can work from your own initiative with minimal supervision

The successful candidate will have good IT, literacy and numeracy skill and be willing to work flexible hours, including evenings, weekends and bank holidays, as and when required.

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
- Represent The Way 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, ensuring the welfare and safety of Youth Zone members is promoted and safeguarded, and to report any concerns to the Designated Safeguarding Lead 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 The Way Youth Zone policies, with reference to Health and Safety, Safeguarding and Equal Opportunities

Duties and Responsibilities - Detailed

- Provide a full reception service including welcoming the young people and registering them. Keeping the delivery staff informed of any potential concerns and issues.
- Checking for new members, speak to parents to ensure we have all relevant information and on first attendance ensure that delivery staff know all about the young person
- Support the day-to-day administration of the charity including reporting, HR, finance and fundraising tasks as well as supporting the delivery team.
- Taking money for membership and attendance (both cash and cards) reconciling at the end of the shift.
- Managing the lost property and return it where possible
- Ordering stationery and other items, taking in all deliveries and ensuring they are given to the right person
- Setting up sessions on the salesforce Database
- Working with the relevant staff to ensure that stock taking occurs each month
- To always promote and safeguard the welfare of children and young people.
- To carry out and other reasonable duties as requested by the line manager



Person Specification

		Essential	Desirable
Qualifications			
	A good standard of general education to at least GCSE level	✓	
Experience			
	Worked as a receptionist in a forward facing role ideally with young people	✓	
	Experience of cash handling		✓
	Experience of ensuring that financial procedures are adhered to	✓	
	Good working knowledge of IT, spreadsheets, word processing and computerised accounts packages (Sage and Microsoft Office preferred).	✓	
	Excellent organisational skills	✓	
	Proven track record of working to targets and meeting deadlines	✓	
	Excellent communication skills with ability to establish a rapport and communicate effectively with stakeholders- at all levels and from all sectors. Able to de-escalate situations.	✓	
	Proficiency with Microsoft Office	✓	
	Strong organisation and time management skills	✓	
	Excellent record keeping skills, both electronically and hard copies	✓	
	A high degree of accuracy in work practices	✓	
	A flexible, adaptable, and organised approach to work, exercising initiative and working independently as appropriate	✓	
	Strong problem-solving skills	✓	
	Conscientious approach to work	✓	
Personal Attributes			
	Demonstrate a commitment to the goals and drivers behind The Youth Zone/OnSide	✓	
	Enthusiasm and ability to contribute to the successful development of The Youth Zone.	✓	
	A willingness to work regular unsociable hours	✓	
	DBS clearance and committed to Safeguarding children	✓	

