

ROLE PROFILE

RECEPTION

Job Title	Receptionist	Salary	£12.43 p/h
Reporting to	Reception Lead	Holidays	33 days (pro rata)
Location	The Way Youth Zone	Hours:	Various – up to 15 per week

About The Way Youth Zone

In the heart of Wolverhampton, a beacon of inspiration and opportunity arose in 2016, thanks to the visionary collaboration between the Wolverhampton City Council, local businesses, and OnSide. The Way Youth Zone, a dream championed by philanthropists like Steve Morgan CBE, The Queen's Trust, and St James's Place Foundation, transformed into a vibrant reality, offering a sanctuary where the youth could soar.

Since opening our doors, we have been a second home to young people aged 8-18, offering an array of over 20 activities nightly. Our purpose-built haven is more than just a building; it's a dynamic space where young minds from all walks of life converge to explore, create, and dream. Here, friendships blossom, skills are honed, and potential is unleashed in an atmosphere brimming with energy and fun.

At the core of The Way Youth Zone is our dedicated team of youth workers, the unsung heroes who provide unwavering support and guidance every day. They are the mentors, the confidants, and the cheerleaders who ensure that every young person feels heard, valued, and empowered. Through meaningful conversations, collaborative projects, playful games, and specialized support, we offer transformative experiences that ignite the spirit and foster resilience in our community's youth. Join us, and be a part of this life-affirming journey at The Way Youth Zone.



Job Purpose:

An exciting front of house role where the reception is the first point of contact for Youth Zone members, their parents, visitors, and suppliers. The Way Youth Zone's reception requires a welcoming, professional, organised, pro-active, positive individual who is passionate about young people and the communities the youth zone serves.

Whilst working during the Youth Zone sessions you will be responsible for greeting every young person as they arrive, signing them in correctly and ensuring they leave safely. You will also 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.

You will be someone with a clear 'can do' approach, committed to a growth mindset, eager to learn and willing to take risks all for the benefit of supporting young people. You will demonstrate our Values through all you do and will commit to giving your best every session for young people.

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.
- 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 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 the Youth Zone membership.

Duties and Responsibilities - Detailed

- To act as the first point of contact for Youth Zone members, staff, volunteers, suppliers, visitors, and the public
- To ensure new members are welcomed enthusiastically and warmly into the Youth Zone and introduced to a member of the youth work team
- To ensure Junior members leave sessions safely in the care of parents
- 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 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 gain the relevant guardian consent from parents and carers of young people when necessary and implement those decisions
- To closely manage consent to leave at the end of session.
- To cash up at the end of each Youth Zone session
- To support Session Lead's to ensure that any administration and paperwork is up to date and completed by the end of each Youth Zone session
- 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
- Carry out any other reasonable duties as requested by manager
- To administer First Aid in line with The Way procedures (First Aid qualified only)
- To support Session Lead's, to ensure all laptops and iPads are secured at the end of each session.

Person Specification Criteria

1. Experience and Skills

- Previous experience in a front-of-house or reception role.
- Strong organizational skills with the ability to manage multiple tasks efficiently.
- Excellent communication skills, both verbal and written.
- Proficiency in using office software and membership databases (training will be provided).

2. Personal Attributes

- Welcoming, professional, and positive demeanor.
- Passionate about working with young people and supporting their development.
- Proactive and able to take initiative.
- Committed to continuous improvement and personal development.
- Ability to remain calm and composed under pressure.

3. Values and Attitudes

- Demonstrates a clear 'can do' approach.
- Committed to the values and mission of The Way Youth Zone.
- Eager to learn and willing to take risks for the benefit of young people.
- Takes personal responsibility for actions and outcomes.

4. Safeguarding and Compliance

- Understanding of safeguarding and child protection principles (training will be provided).
- Ability to comply with health and safety, equality and diversity, and other relevant policies.
- Alert to issues of safeguarding and child protection, ensuring the welfare and safety of Youth Zone members.

5. Qualifications

- First Aid qualification (or willingness to obtain one).
- Relevant qualifications in youth work, customer service, or administration (desirable)

6. Additional Skills

- Experience in handling cash and basic financial transactions (desirable)
- Ability to assist with promotional activities and events.
- Experience in working within a performance framework (desirable)

7. Interpersonal Skills

- Ability to build positive relationships with young people, parents, staff, and external partners.
- Strong team player with the ability to support colleagues and contribute to a positive working environment.