## 

## ROLE PROFILE

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| **Job title** | Receptionist (6-7 months Fixed Term) with 8-10 permanent hours | **Salary:** | £8.67 - £9.20 per hour |
| **Reporting to:** | Head Receptionist | **Holidays:** | 25 days plus 8 Bank Holidays (pro rata) |
| **Location:** | Wigan Youth Zone | **Hours:** | 24-26.5 hours – (flexibility required, including evenings and weekends) |
| **Key Relationships:** | Youth Zone staff, Young People, Parents, External Stakeholders, Chief Executive, Board Members | | |
| **Benefits:** | Gym Access, Training opportunities and CPD – including First Aid, Safeguarding, Health and Safety etc. Career Development Opportunities, Access to the Onside Talent Academy, Birthdays off, Employee Assistance Programme (EAP), Cycle to Work Scheme | | |

**Role purpose:**

To take responsibility for the reception area and act as the first point of contact for members, visitors and the general public.

**Hours:** The hours will be 24-26.5 hours for 6-7 months on a fixed term contract. After the fixed term contract finishes, there will be 8-10 hours on a permanent contract.

**Context of the post:**

Wigan Youth Zone, the largest youth club in Europe, 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. The two-storey building has a four-court sports hall with climbing wall, a fully fitted fitness suite, a boxing gym, dance and performing arts studios, as well as music, media and visual arts facilities.  There is also a cafe, together with recreational and social areas.  Externally there are four all-weather kick-pitches and full-size skate park. Wigan Youth Zone is open 7 days a week, 52 weeks a year, providing local young people with somewhere to go, something to do and someone to talk to for almost eight years, winning UK Youth’s award ‘Youth Organisation of the Year’ in 2018 and shortlisted for the ‘Youth Work Award’ in the Children and Young People Now Awards 2020.

Since opening, the Youth Zone has facilitated over 500,000 visits to over 23,000 young people with impressive outcomes for those members across a range of measures such as confidence building, facilitating positive relationships and instilling ambition for adulthood. In 2020, the Youth Zone was primed for another year of significant outcomes – starting with a record attendance in January – however, in March the operation completely changed at pace to support as many young people, and the wider community, as possible in the wake of the Coronavirus pandemic. The context of our current recruitment drive is for Wigan Youth Zone to relaunch mass universal programming over the current year, ensuring that we continue to have a positive impact on as many young people’s lives as possible in Wigan and Leigh.

**Values and Aspiration**

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

Learn more here

<https://www.wiganyouthzone.org/our-present-our-past-our-impact/>

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

* Is a positive role model for young people and who believes in and recognises young people’s

potential

* Has a positive and “can do” attitude
* Takes responsibility for their own actions
* Is committed to a culture of continuous improvement and subscribes to a “tonight’s better than last night” philosophy
* Is willing to go the extra mile to ensure great provision for young people

**Duties and Responsibilities – General**

* Work within the performance framework of Wigan Youth Zone and OnSide;
* Represent Wigan Youth Zone positively and effectively in all dealings with internal colleagues, and external partners;
* 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 Youth Zone membership;
* To adhere to Wigan Youth Zone policies at all times, with particular reference to Health and Safety, Safeguarding and Equal Opportunities.

**Duties and Responsibilities - Detailed**

* To take responsibility for maintaining the reception area at Wigan 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 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, and 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 but basic computer skills will be required);
* To support young people with completing membership forms;
* 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 functions as required.

The job holder will be required to adhere to the Youth Zone’s policies at all times, with particular emphasis on Equal Opportunities and Safeguarding. Attendance at events and conferences will sometimes be required.

**Person Specification**

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| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Experience** | | |
| Managing or supervising a reception desk or entrance point |  |  |
| Working in a customer facing environment |  |  |
| Dealing with the general public |  |  |
| Use of Management Information Systems |  |  |
| **Skills and Abilities** |  |  |
| Ability to engage with all types of people from young people, community members and colleagues to official visitors and Board Directors |  |  |
| Willingness to support the Youth Work team in ensuring a safe and fun environment for all Youth Zone members |  |  |
| Ability to remain calm and in control in pressurised situations |  |  |
| Good communication and interpersonal skills |  |  |
| Ability to work on own initiative and as part of a team |  |  |
| Ability to pay attention to detail, be thorough and organised |  |  |
| Excellent time keeper |  |  |
| **Knowledge and Understanding** |  |  |
| IT literate |  |  |
| Understanding of issues affecting young people’s lives |  |  |
| Knowledge of health and safety, diversity awareness and safeguarding best practice and how these relate to children and young people |  |  |
| **Qualifications** |  |  |
| Introduction to Youth Work or Youth and Community Work NVQ /VRQ Level 1 or Level 1 Sports Leaders Award |  |  |
| GCSE English and Maths grade C or above, or equivalent qualifications |  |  |
| **Personal Attributes** |  |  |
| Positive and enthusiastic |  |  |
| Punctual and reliable |  |  |
| Commitment to personal and professional development |  |  |
| Interested in helping young people access positive activities |  |  |
| A flexible attitude to work and a willingness to perform a variety of duties to ensure an efficient and effective service |  |  |
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| Willing and able to work in the evenings, at weekends and in a residential setting |  |  |

The job holder will be required to adhere to the Youth Zone’s policies at all times, with particular emphasis on Equal Opportunities and Safeguarding

**Work Pattern**

**Week 1:**   
**Tuesday 3:30pm-8:00pm**  
**Wednesday 3:30pm-9:00pm**   
**Thursday 8:30am-3:30pm**   
**Friday 4:30pm-9:00pm**   
**Saturday 10:30am-3:30pm**

**Week 2:**  
**Monday 8:30am-3:30pm**  
**Wednesday 3:30pm-9:00pm**  
**Thursday 8:30am-3:30pm**  
**Friday 4:30pm-9:00pm**

**Remuneration package**

Salary: £8.67 - £9.20 per hour

Holidays: 25 days plus 8 Bank Holidays (pro rata)

**Wigan Youth Zone is also committed to the safeguarding of young people. This post is subject to a DBS check.**

**Closing date:**  24th September 2021

**Interview date:**  27th September 2021 – 1st October 2021

**Start date:**  ASAP