



## RECEPTION & MEMBERSHIP MANAGER

**Job Title:** Reception & Membership Manager

**Reporting to:** Office & Admin Manager

**Location:** Salford Youth Zone (Pendleton)

**Salary:** £24,960 - £26,278

**Holidays:** 33 days including bank holidays (pro-rata)

**Hours:** 40 hours per week (including evenings and weekends)

**Key Relationships:** Young people, parents and carers, visitors and guests to the Youth Zone, Salford Youth Zone staff and volunteers

## EMPOWER YOUTH ZONES

Empower Youth Zones is the umbrella charity that currently oversees operations of the award-winning youth charity based in Manchester, HideOut Youth Zone, which opened in 2020.

HideOut Youth Zone has supported over 8,000 children and young people since it opened, offering a dynamic youth provision that is open 7 days a week (including school holidays).

HideOut's state-of-the-art building provides young people with somewhere safe to go, something positive to do and someone trusted to talk to, with facilities that include a 3G pitch, climbing wall, gym, sports hall and recreation area, and dance, arts, music and media suites.

Due to the success of HideOut Youth Zone, Empower Youth Zones has been granted the opportunity to open another Youth Zone within Greater Manchester – Salford Youth Zone (known officially as SYZ).

The two Youth Zone's will sit within the Onside network; a growing number of Youth Zone's across the UK which are funded, built, supported and launched by the national charity, Onside.

It is Empower Youth Zone's vision to ensure all young people grow to lead happy, healthy, safe and successful lives.

## ABOUT SYZ

The role is full-time and based at Salford Youth Zone.

Set to open its doors in 2025, SYZ is a dedicated charity for Salford's young people, set up to give them the opportunity to discover their passion and their purpose.

SYZ will open 7 days a week, offering a free hot meal and over 20 activities every night for just 50p per visit for young people aged 8-19, or up to 25 for those with an additional need or disability. Facilities include a 3G pitch, climbing wall, gym, sports hall and recreation area, and dance, arts, music, and media suites.

Salford Youth Zone is at the very beginning of its Youth Zone journey and we look forward to providing young people from a diverse range of backgrounds the opportunity to make friends, develop new skills, unlock their potential and have fun.

**Somewhere safe to go. Something positive to do. Someone trusted to talk to.**

## WHAT IS THE ROLE

As Reception and Membership Manager, you will be **responsible for leading a small team of Reception and Membership Coordinators** to ensure that our members have the best possible service whilst with us.

A vital front of house role, reception is the first point of contact for Youth Zone members (children and young people aged 8-19 years, up to 25 for those with additional needs) and any other visitors and guests to the Youth Zone.

You will be the **lead for our reception desk providing a highly professional welcome** and customer-focused service, with focus on visitors, deliveries and room bookings.

You will be positive about young people and will ensure that the Youth Zone functions to its maximum potential.

## WHAT WILL I BE DOING?

- **Leading and managing the reception team** at Salford Youth Zone
- To **act as the first point of contact for Youth Zone members**, staff, volunteers, suppliers, visitors and the general public
- To **ensure new members are welcomed into the Youth Zone** and introduced to a member of the Youth Work team
- To **ensure lapsed members are contacted** and encouraged to renew
- To **ensure bookings are managed** in line with processes, Health and Safety and customer service best practice standards
- To **ensure visitors comply with health and safety requirements** and child protection/safeguarding procedures, including signing into and out of the building with the allocation of visitors' passes
- To **deal with telephone and email enquiries**, take and relay messages, screen and direct calls
- To **lead and support the management team** with general office and business administration duties as directed to support the smooth running of the Youth Zone
- To **take ownership of the reception** and work with other staff and service leads to ensure the most efficient and effective customer service and reception duty
- **Oversee the cashing up process** for reception supporting the Senior Finance Administration
- Assistance with the required financial record keeping
- **Maintain and manage** room calendars, events and bookings
- **Oversee room booking enquiries**, liaising with the Director of Operations and the Building and Facilities Officer to manage requirements
- To **ensure that all deadlines are met** and that the overall running of the reception support service is effective and reliable

## WHAT ELSE WILL I NEED TO DO?

- 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 Salford Youth Zone and OnSide
- Represent Salford 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, codes of conduct, health and safety and equality and diversity to ensure all activities are accessible
- 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)
- Assist with any promotional activities and visits that take place at the Youth Zone
- Actively promote the Youth Zone and positively contribute towards increasing Youth Zone membership

# PERSON SPECIFICATION

<b>Selection Criteria</b> A = Application Form I = Interview	<b>Essential or Desirable</b>	<b>Method of Assessment</b>
<b>Experience</b>		
Managing or supervising a reception desk or entrance point	Essential	A & I
Working in a customer facing environment	Essential	A & I
Dealing with Young People and the general public	Desirable	A & I
Handling cash / using a till / cashing up	Essential	A & I
Experience in general administration and customer service (minimum 2 years)	Essential	A & I
Experience of leading and managing a team	Desirable	A & I
<b>Qualifications</b>		
GCSE in Maths and English or equivalent	Essential	A
<b>Skills</b>		
Proficient user of IT programmes such as Windows packages, MS Office, database systems	Essential	A & I
Ability to engage with all types of people including young people, community members, colleagues, official visitors, funders and stakeholders	Essential	A & I
Willingness to support the Youth Work team in ensuring a safe, fun and welcoming environment for all young people	Essential	A & I
Ability to diffuse pressurised situations while remaining calm and in control	Essential	A & I
Ability to manage and organise several tasks at a time	Essential	A & I
Good communication and interpersonal skills	Essential	A & I
<b>Knowledge</b>		
An understanding of safeguarding and currently policies initiatives	Desirable	A & I
A willingness to work regular evenings and weekends and, to cover events, holidays and staff absence	Essential	A

## ADDITIONAL INFO

The role is full-time and based at Salford Youth Zone. Salford Youth Zone is committed to safeguarding and promoting the welfare of children, young people and vulnerable groups. This post is subject to an enhanced DBS check.

The strength of Salford and the OnSide network of Youth Zones is the diversity of its people; we place huge value on equal opportunities and encourage applications from candidates of diverse backgrounds, communities and abilities. The one thing we all have in common is our desire to raise the aspirations of young people across the country.

For information regarding how OnSide Youth Zones process your data, please visit [www.onsideyouthzones.org/applicant-privacy/](http://www.onsideyouthzones.org/applicant-privacy/)

## APPLICATION PROCESS

**Application form:** [salfordyouthzone.org/get-involved/vacancies/](http://salfordyouthzone.org/get-involved/vacancies/)

**How to apply:** Please complete the application form and return to [recruitment@empoweryouthzones.org](mailto:recruitment@empoweryouthzones.org)

**Closing date:** Midday Monday 25th November 2024

## STRICTLY NO AGENCIES PLEASE

**We review applications on a rolling basis and reserve the right to close the role at any time.**

Feel free to give us a call on **0161 511 3777** if you have any questions about this role, or to hear from a team member about life working at the youth zone.

## BENEFITS OF WORKING FOR SALFORD YOUTH ZONE



Onsite Fitness  
Gym & Boxing  
/ MMA Suite



33 Days  
Annual Leave  
Pro-Rata



Secure  
Cycle Store



Branded  
Workwear



Internal  
Café



Flexible  
Working



Learning and  
Development  
Opportunities



Partnership  
Working



Working with  
Like-Minded  
People and  
Cultures



Company Sick  
Pay and  
Enhanced  
Maternity Leave



Pension  
Scheme



Living Wage  
Employer

## Employee Assistance Programme

Salford Youth Zone's Employee Assistance Programme provides free and confidential support for our employees on a wide-range of topics, such as:

- Unlimited telephone support (24/7) with calls answered by experienced in-house counsellors, legal and financial specialists
- Structured counselling over the phone, via live chat, email, or in person (up to 6-sessions)
- Family advice line on topics such as childcare & eldercare
- Legal information services including debt & financial information
- Critical incident and trauma support
- Occupational health services
- Crisis support
- "My Healthy Advantage" smartphone app and online personalised wellbeing portal, including videos, webinars, mini health checks and health coaching
- Coverage for dependants (partner/spouse and children aged 16-24) within HMRC guidelines
- Support for line managers
- BrightTV and Wellbeing podcasts



Somewhere safe to go. Something positive to do. Someone trusted to talk to.

## RECEPTION & MEMBERSHIP MANAGER



# OUR VALUES



## YOUNG PEOPLE FIRST

Young people are at the heart of everything we do, inspiring and challenging us to deliver services that exceed their needs and challenge them to be the best they can be.

## EXCELLENCE

We encourage ourselves and each other to be the best we can be through continuous learning and improvement, and a focus on finding solutions.



## RESPECT

We act with honesty and integrity, celebrating diversity across the whole organisation and caring about each other, our young people and the Youth Zone environment.



## AMBITION

We are passionate and driven in taking on new challenges, embracing new ideas and exceeding our ambitions for young people, the Youth Zones and our local communities.

## COLLABORATION

We create and nurture strong, creative partnerships, working together to achieve better results and outcomes for young people.

