

**Where
Everyone
Sticks
Together**

**ROLE PROFILE
RECEPTIONIST**





WEST YOUTH ZONE

4 EDCITY CONCOURSE, EDCITY, LONDON, W12 7TF

REGISTERED CHARITY NUMBER: 1125893

Hammersmith & Fulham is a neighbourhood of wide disparities, with an acute need for youth services. The north of the borough comprises many neighbourhoods in the 20% most deprived neighbourhoods in the UK, whereas in the south, many are in the least deprived. This vast difference between those living in different parts of our borough is hugely unfair and can lead to radically different life outcomes. WEST Youth Zone is a vital provision that will make a huge difference to the lives of young people, and to the whole borough, levelling the playing field for our young people.

Construction of Hammersmith & Fulham's Youth Zone, named "WEST" by local young people, is due to be completed at the end of 2023 and open in spring 2024 as the fourth OnSide Youth Zone in London. At WEST, we believe all young people in Hammersmith & Fulham 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 will be a purpose-built space fizzing with energy and crammed with incredible facilities. It will be 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.

Once open, we will deliver life-changing support to help thousands of young people from a diverse range of backgrounds to thrive.

Open 37 hours a week, 7 days a week, while schools are closed - that's evenings and weekends, plus all through the school holidays. We will 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. Averaging 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 will be just 50p each visit and annual membership £5 which will give a young person access to over 20 activities per night. In addition to our open-access provision we will run targeted projects that bring specific outcomes to some of those most in need of additional support and interventions.

WEST Youth Zone will operate a proven OnSide model of youth service provision that is aligned to community needs and supported by cross-sector funding.

We 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 will be 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 the young people of our community deserve the best.

RECEPTIONIST PART TIME

THE ROLE

Reception is the first point of contact for Youth Zone members, their parents, visitors, and suppliers. WEST's receptionist is responsible for greeting and welcoming every young person as they arrive and ensuring they leave safely. The key purpose of the role is to ensure the young people enter the session smoothly, processing new members, directing phone calls and enquiries, maintaining the membership database efficiently and carrying out regular communication. The post holder will be part of a welcoming and professional team who are also positive about young people and will ensure the Youth Zone will function to its maximum potential. The ideal candidate will be someone with a clear 'can do' approach, committed to a growth mindset, eager to learn 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.

Open 7 days a week including school holidays, WEST Youth Zone's purpose is to help young people grow to be happy, healthy and successful adults. Our state-of-the-art building provides young people with a range of activities, giving young people the opportunity to try new things, meet new friends and gain support from friendly, warm and positive staff and volunteers. Facilities include a kick pitch, climbing wall, gym, sports hall and recreation area, and dance, arts, music and media suites. The reception team plays a critical role in WEST's mission to provide young people with affordable access to fun and inspiring opportunities, all designed to help them lead active, positive lives and raise aspirations.

HOURS: Part-time: 8-24 hrs per week according to availability, evenings and weekends

BENEFITS: 33 days holiday inclusive of bank holidays (pro-rata for part time staff); workplace pension; free gym access (once WEST has opened); access to OnSide's Talent Academy; bespoke training and mentoring.



RECEPTIONIST – KEY RESPONSIBILITIES

Reporting to Reception & HR Coordinator

- Be a role model for young people and present a positive “can do” attitude
- To act as the first point of contact for Youth Zone members, staff, volunteers, suppliers, visitors and the general public
- To support young people with completing membership forms
- To ensure new members are welcomed into the Youth Zone and introduced to a member of the youth work team
- 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 ensure Junior members leave sessions safely in the care of parents or guardians
- To ensure visitors comply with health and safety requirements and child protection/safeguarding procedures, including the allocation of visitors’ badges
- To manage email inboxes and respond to emails in good time
- To deal with telephone enquiries, take and relay messages, screen and direct calls
- To cash/bank 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 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 carry out any other reasonable duties as requested by line manager or members of the Senior Leadership Team

RECEPTIONIST – KEY RESPONSIBILITIES CONTINUED

Reporting to: Reception & HR Coordinator

- To administer First Aid in line with West Youth Zone procedures (First Aid training will be provided)
- Take personal responsibility for own actions
- Commit to a culture of continuous improvement
- Work within the performance framework of West Youth Zone and OnSide
- Represent West 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
- 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 safeguarding leads 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 Duties and Responsibilities

RECEPTIONIST - CRITERIA

ESSENTIAL:

Experience working on a reception desk or entrance point

Working in a customer facing environment

Handling cash

GCSE English and Maths or equivalent literacy and numeracy

Ability to engage with all types of people from young people, community members and colleagues to official visitors and Trustees

Excellent people skills the ability to establish good professional relationships with young people and adults

Ability to work on own initiative and as part of a team

A willingness to cover events, holidays and staff absence
DBS clearance and committed to Safeguarding children

Willingness to support the Youth Work team in ensuring a safe, fun, and welcoming environment for all young people

Ability to diffuse pressurised situations whilst remaining calm and in control

Good communication and interpersonal skills

Ability to pay attention to detail, be thorough and organised

Excellent timekeeper

Knowledge of computers and relevant software such as MS Office

DESIREABLE:

Experience using a membership system or database

Experience working with young people

A basic IT or computer literacy qualification

Experience of safeguarding





CLOSING DATE: FRIDAY 5TH JANUARY 2024

INTERVIEW DATE: THURSDAY 11TH JANUARY 2024

WE REVIEW APPLICATIONS ON A ROLLING BASIS AND RESERVE THE RIGHT TO CLOSE THIS ROLE EARLY.

West Youth Zone are 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 the OnSide Network of Youth Zone is the diversity of its people, we place huge value on different people doing things in different ways and we welcome applications from what might be considered non-traditional backgrounds. The one thing we all have in common is our desire to raise the aspirations of young people across the country. We are an equal opportunity employer

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