

Where Everyone Sticks Together

WEST
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An OnSide Youth Zone

- ▶ **Job Role:** Business Support Officer
- ▶ **Location:** WEST Youth Zone, 2 EdCity Walk, London W12 7TF
- ▶ **Salary:** £34-38,000
- ▶ **Contract:** Permanent, Full-time 37.5 hours per week **or** 0.8 FTE (30hrs per week) available to suit candidate
- ▶ **Reporting to:** Chief Executive Officer





OPENED APRIL
2024

£5

£5 ANNUAL
MEMBERSHIP



50P ENTRY

£1

BITE CITY HOT
MEAL

2000+

OVER 2000
MEMBERS

ABOUT WEST

WEST Youth Zone, named **Where Everyone Sticks Together** by local young people, opened in April 2024 - a purpose-built space fizzing with energy and crammed with incredible facilities. Staffed by talented, skilled and dedicated youth workers who truly believe in young people, helping them see what they could achieve, and giving them the skills, confidence and ambition to go for it.

At WEST, we believe **all young people in West London** should have the opportunity to discover their passion and their purpose and be able to explore where it can take them. We are open 7 days a week, while schools are closed - that's evenings and weekends, plus all through the school holidays. We 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.

Hammersmith & Fulham (H&F) is a London Borough of wide disparities, with an acute need for youth services. This vast difference between those living in different parts of our borough can lead to radically different life outcomes. Our Youth Zone is a vital provision that will make a huge impact on the lives of young people, and on the whole borough, **levelling the playing field for our young people**.

We give 8 to 19-year-olds, (and up to 25 for young people with additional needs) affordable access to a broad range of sport, arts and mental health support, and employability services, designed to **empower them to lead healthier, positive and more active lives** – raising their aspirations for themselves and their community. This is a charity that the whole community can be proud of, and **you can be part of that journey**.



THE ROLE

This is an exciting new post in a growing charity, working alongside the Chief Executive and key members of the Board of Trustees and Senior Leadership Team, to support the efficient operation of WEST Youth Zone.

Our Business Support Officer will be responsible for providing essential administrative support to the key senior managers and volunteers. The successful candidate will be an effective communicator, well organised and be proficient in a range of IT systems including CRMs or databases in order to produce information for use in a range of reports and other documents.

Taking minutes during board and committee meetings, organising diary meetings for the SLT and supporting with contract SLAs are just some of the key duties of this role. You will also lead on the development of the Youth Zone's daytime lettings potential outside of our opening hours and oversee streamlined processes for this and other Youth Zone functions.

Onside is a national charity with a proven track record of opening and supporting state-of-the-art youth zones. WEST is an independent charity, part of this national family. As such you will benefit from a network of experienced professionals keen to share knowledge, contacts, experience and best practice.



**AMBITIOUS &
MOTIVATED**



VALUES-DRIVEN



**POSITIVE ROLE
MODEL TO
YOUNG PEOPLE**

KEY RESPONSIBILITIES

Provide personal administrative support to the CEO that includes diary management
Share meeting agendas and take minutes for internal and external meetings, including trustee board and committee meetings
Organise meetings across the organisation for specific workstreams or projects, as directed by the CEO
Contribute to internal and external reports through collating, analysing and disseminating data
Support the team with internal and external events
Collaborate with the SLT to create efficient and effective systems and processes for: SLA/contract management, data management, and general administration that are cost effective
Managing the development of WEST Youth Zone's additional income potential, for example lettings, in collaboration with the SLT.
Create and distribute SLAs to delivery partners and tenants as directed by the SLT, and ensure timely invoicing where appropriate with support from the finance administrator.
Explore and develop potential partnerships which will support the Youth Zone's aims, including maximising pro-bono support.
Support the business operations team to review suppliers / procurement if required.
Organise meetings with suppliers, delivery partners and other stakeholders as per SLA guidelines or as directed by the SLT
Carry out any other reasonable duties, as required by your line manager
Promote and safeguard the welfare of children and young people at all times, managing any safeguarding issues should they arise (training provided).
Work a flexible pattern including very occasional evenings and weekends in line with the role/team requirements (time off in lieu given)
Represent and promote the Youth Zone positively and effectively in all dealings with colleagues and external partners, assist with any promotional activities and visits that take place at WEST.
Be a role model for young people, present a positive 'can-do' attitude and take personal responsibility for your own actions.
Work within the performance framework of the charity and live the values of WEST Youth Zone, contributing to a culture of high performance and continuous improvement.
Comply with all policies, procedures, and codes of conduct, with particular reference to Safeguarding, Health & Safety, and Equality and Diversity.

SELECTION CRITERIA

ESSENTIAL EXPERIENCE

Experience of diary management

Experience of minute-taking

Experience of working within a busy office environment

Experience of producing information for use in reports

Experience of using databases to record information

Evidence of effectively communicating with a range of people, from different sectors and communities

SKILLS, KNOWLEDGE AND ATTRIBUTES

Ability to use a range of different processes and systems to ensure the business runs smoothly and effectively

Ability to take initiative and work independently or as part of a team

Ability to manage and organise several work streams at a time

Knowledge of the barriers that service users face when accessing mainstream services, and understanding the importance of being an inclusive, accessible venue.

QUALIFICATIONS

High level of literacy demonstrating attention to detail and accuracy

High level of IT skills including experience of Outlook & Calendars, Excel, PowerPoint or Canva, and CRM / databases.

PERSONAL QUALITIES

A willingness to work occasional evenings and weekends (with time off in lieu given)

A strong motivation to be a part of WEST's core mission to support young people

Committed to Safeguarding children

BENEFITS



FREE GYM ACCESS



DIVERSE TEAM



WORKPLACE PENSION



33 DAYS LEAVE
(INCLUSIVE OF
BANK HOLS)



TRAINING AND
DEVELOPMENT
OPPORTUNITIES

APPLICATION PROCESS

- To apply, send your **CV and a short supporting statement** to recruitment@westyouthzone.org with 'Business Support Officer' in the subject line

Interview process

- Interviews will be ongoing and applications will close once an offer of employment is made.
- 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.



OUR VALUES



An **OnSide** Youth Zone



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.

