

Where Everyone Sticks Together

WE
ST

An OnSide Youth Zone

- ▶ **Job Role:** Sessional Receptionist
- ▶ **Location:** WEST Youth Zone, 2 EdCity Walk, London W12 7TF
- ▶ **Contract:** Bi Weekly Sunday shift
- ▶ **Reporting to:** HR & Reception Coordinator





OPENED APRIL
2024

£5

£5 ANNUAL
MEMBERSHIP



50P ENTRY

£1

BITE CITY HOT
MEAL

2000+

OVER 2000
MEMBERS

ABOUT WEST

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. **WEST 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.

"WEST" Youth Zone, named **Where Everyone Sticks Together** by local young people, opened on April this year. 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.

Our Youth Zone is 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.

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. This is a charity that the whole community can be proud of, and you can be part of that journey.

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.



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 tolerant 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.

CORE RESPONSIBILITIES

- 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



**PUNCTUAL &
RELIABLE**



**ENTHUSIASTIC &
CHEERFUL**



**POSITIVE ROLE
MODEL TO
YOUNG PEOPLE**



CORE RESPONSIBILITIES CONTINUED

- 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
- To administer First Aid in line with West Youth Zone procedures (First Aid training will be provided)
- Take personal responsibility for own actions
- to report any child protection concerns to the designated safeguarding leads using the safeguarding policies, procedures and practice (training to be provided)
- Commit to a culture of continuous improvement
- Work within the performance framework of West Youth Zone
- 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.
- 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



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SELECTION CRITERIA	REQUIREMENT
EXPERIENCE	
Experience working on a reception desk or entrance point Working in a customer facing environment	Essential
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Experience using a membership system or data base.	Desirable
Experience of working with young people from diverse backgrounds and with challenging needs	Desirable
SKILLS, KNOWLEDGE AND ATTRIBUTES	
Willingness to support the Youth Work team in ensuring a safe, fun, and welcoming environment for all young people	Essential
Ability to pay attention to detail, be thorough and organised	Essential
Able to communicate effectively with young people, parents, team members and members of the public.	Essential
Knowledge of computers and relevant software such as MS Office	Essential
Excellent timekeeper	Essential
A willingness to work unsociable hours when required	Essential
Flexible and a willingness to cover events, holidays and staff absence	Desirable
Satisfactory DBS clearance and committed to safeguarding children	Essential
Understand the principles of working with young people, the issues affecting their lives and knowledge of their needs	Desirable

BENEFITS



FREE GYM ACCESS



DIVERSE TEAM



WORKPLACE PENSION



33 DAYS LEAVE
(PRO-RATA)



TRAINING AND
DEVELOPMENT
OPPORTUNITIES

APPLICATION PROCESS

- To apply, send your **CV and application form** to recruitment@westyouthzone.org
- Job role Closing date 13th June 2025
- 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.

