

## ROLE PROFILE

<b>Job title</b>	Business Operations Manager	<b>Salary:</b>	Up to £30,000
<b>Reporting to:</b>	Chief Executive	<b>Holidays:</b>	33 days including bank holidays
<b>Location:</b>	Barking and Dagenham Youth Zone	<b>Hours:</b>	40 hours – day time (flexibility required, including evenings and weekends)
<b>Key Relationships:</b>	Youth Zone staff, Young People, Parents, External Stakeholders, Chief Executive, Board Members		

### Role purpose:

The Business Operations Manager will be integral to the set up and running of the Youth zone’s back office functions and will be the secretariat for the Board of trustees. This role will manage the day to day running of the office and key support personnel, in addition to providing HR and finance support.

### Context of the post:

Youth Zones are amazing places: accessible, vibrant, welcoming, fun and caring are just some of the words used by young people to describe their Youth Zone. Future, which is opening in Spring 2019, will be no exception, and is part of the OnSide network of Youth Zones. Youth Zones are for young people aged 8 to 19, and up to 25 for young people with additional needs.

Many young people, particularly those from socio-economically deprived areas, face an endless maze of boredom, loneliness and temptation, with nowhere to go and a lack of inspiring and productive activities to occupy their leisure time. This can lead to negative impacts on their health, educational attainment and career prospects. These are the young people that will shape the country’s future prospects. It is this paradox that lies at the heart of OnSide’s drive to establish a national network of Youth Zones; a proven model of youth service provision that is aligned to community needs and supported by cross-sector funding. Youth Zones give 8-19 year olds, and up to 25 for those with a disability, affordable access to a broad range of sport, arts and employability services, designed to help them lead active, positive lives and raise their aspirations for themselves and their community.

Future Youth Zone 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. Open 7 days a week, at weekends and during school holidays, the Youth Zone’s purpose is to help young people grow to be happy, healthy and successful adults. The state-of-the-art £6.5 million building will provide young people with access to a range of activities, all offering young people the opportunity to try new things, meet new friends and gain support from friendly, warm and positive staff and volunteers. The facilities include a 3G pitch, a gym, sports hall and recreation area, and dance, arts, music and media suites.

We are looking to recruit a Business Operations Manager to set up and run the support



function for Future, in addition to the overall management of the office and monthly payroll administration, responsibilities will include:

### **Duties and Responsibilities - General**

- 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 Future Youth Zone and OnSide
- Represent the 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
- Represent the 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

### **Duties and Responsibilities - Detailed**

- Overall responsibility for the management of the ‘back office’ function, including ensuring resources and facilities are adequate (i.e. ordering stationary; ensuring a safe office environment etc)
- Establishing and maintaining appropriate office administrative systems
- Managing the Youth Zone’s communications by phone, letter and email and providing administrative support for the youth work delivery staff and for events
- Acting as Personal Assistant to the Chief Executive and providing the secretariat service for the board of trustees and administrative support for its members
- Liaising with the HR provider/external source to ensure compliance with all employment and safeguarding legislation
- Liaising with and working alongside the OnSide support team
- Setting up and maintaining employee personnel files, in line with appropriate data/HR legislation
- Providing monthly financial information to the Finance Manager, including timely production of invoices and payroll data i.e. employee working hours, annual leave, deductions etc
- Managing and recording all employee annual leave
- Overall responsibility for monitoring staff sickness absence, in line with policy and procedure
- Developing, reviewing and updating policies and procedures and ensuring they are understood and observed – with support of the Administration Manager’s network
- Line managing Administration volunteers and/or staff, in addition to line management of the Facilities Manager (where appropriate)
- Promoting and organising staff development and training



- To be an active member of the team and deliver a focused, measurable contribution to The Youth Zone’s overall strategic plan operating in line with Future’s and OnSide’s values and principles.
- To work within the performance framework of the Youth Zone and OnSide;
- To take a creative and enthusiastic approach to making Future Youth Zone a valued facility in Barking and Dagenham and a leader in its field
- To carry out any other reasonable duties as requested by the Chief Executive;

### Person Specification

Good candidates for this role will be high achievers, with excellent IT and English skills, plenty of initiative and a successful track record encompassing all-round administrative and management experience.

	Essential	Desirable
<b>Qualifications</b>		
A qualification relevant to the role		✓
<b>Experience</b>		
Experience of the HR/personnel function	✓	
Experience of basic accounts work		✓
Proven experience in senior administrative roles within a busy office environment	✓	
Experience of providing support at Board or Chief Executive level		✓
Experience of working with the media		✓
Experience of developing policies and procedures		✓
Line management responsibility for a large varied staff team	✓	
<b>Skills</b>		
Excellent organisational skills	✓	
The ability to manage office systems and contact databases, to set them up and to use them effectively	✓	
Excellent communication skills with ability to establish a rapport and communicate effectively with stakeholders- at all levels and from all sectors	✓	
The ability to work under pressure to cope with multiple demands and deadlines, to work fast and to a consistently high standard	✓	
Be able to write fluently, to think clearly and to grasp new concepts quickly.	✓	
To be fully IT literate	✓	
Ability to pay attention to detail, be thorough and organised	✓	
Ability to work on own initiative and as part of a team	✓	
<b>Knowledge</b>		
Knowledge and awareness of issues affecting young people	✓	
Knowledge and awareness of the changing employment law landscape		✓
<b>Personal Attributes</b>		
Demonstrate a commitment to the goals and drivers behind The Youth Zone/OnSide	✓	



	Enthusiasm and ability to contribute to the successful development of The Youth Zone.	✓	
	A willingness to work unsociable hours when required	✓	
	DBS clearance and committed to Safeguarding children	✓	
	The ability and willingness to travel to meetings and events both in the region and beyond	✓	

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.

**The role will initially be based in temporary offices at Coventry University, Dagenham, until the opening of the Youth Zone in early 2019.**

#### **Remuneration package**

Salary: Up to £30,000 per annum dependent on experience  
Holidays: 33 days per annum (inclusive of bank holidays)

**The strength of the OnSide Network of Youth Zones 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 none traditional backgrounds. The one thing we all have in common is our desire to raise the aspirations of young people across the country. Future Youth Zone is also committed to the safeguarding of young people. This post is subject to a DBS check.**



## **OnSide Youth Zones Values**

As a Youth Zone community our values provide us with cohesion as a group. We celebrate our differences; however these values help ensure our actions, behaviour and motivations as colleagues and volunteers reflect our shared vision.

### **1. Serving Young People**

- Focus on serving young people
- Continuous improvement in the service we offer
- Building relationships

We are dedicated to the development of young people and shall always strive to provide them with an environment and activities that will best inspire and develop them; that can deliver the 'wow' factor and leave a lasting impression. We shall work to high standards and go the extra mile to build strong, positive relationships with young people. We welcome all young people as they are, and support them to make good decisions, ensuring their changing needs remain at the heart of our services.

### **2. Can-Do Approach**

- Getting results
- Motivating others
- Determination

We shall deliver exceptional results through our passion and energy, pushing the bar higher. We will encourage ourselves and others to take on new challenges, whilst offering support and seeking advice at times, with a real pride in what we do. We must be resilient and determined to achieve our goals. We all understand that sometimes we will not get there but often we will achieve spectacular success.

### **3. Teamwork**

- Openness
- Supporting others
- Valuing and respecting others

In our network every job and volunteer role is important. We value each person and his or her job as much as we value our own. We recognise the efforts of others, whether seen or unseen. We strive to be a team of high quality coaches; sharing our experience and best practice across the network and in turn benefiting from the experience of others.

We should encourage different views to our own, and support colleagues in their decisions irrespective of their outcome. We should be able to challenge colleagues openly, speaking up on controversial issues without fear. Therefore, our relationships will develop with each other based on trust, respect and dignity.

### **4. Doing it Right**

- Acting with integrity
- Constant personal improvement
- Developing others

We are passionate about doing it right and are happy to seek specialist help when needed. We will train and be trained. We encourage learning and development and will achieve ever-increasing personal competence resulting in a culture of constant improvement and professionalism.

### **5. Innovation Friendly**

- Innovative environment
- Individual creativity

We want to provide an environment that generates innovative ideas and solutions; we are trailblazers. We wish to encourage employees, volunteers and young people to experiment with process