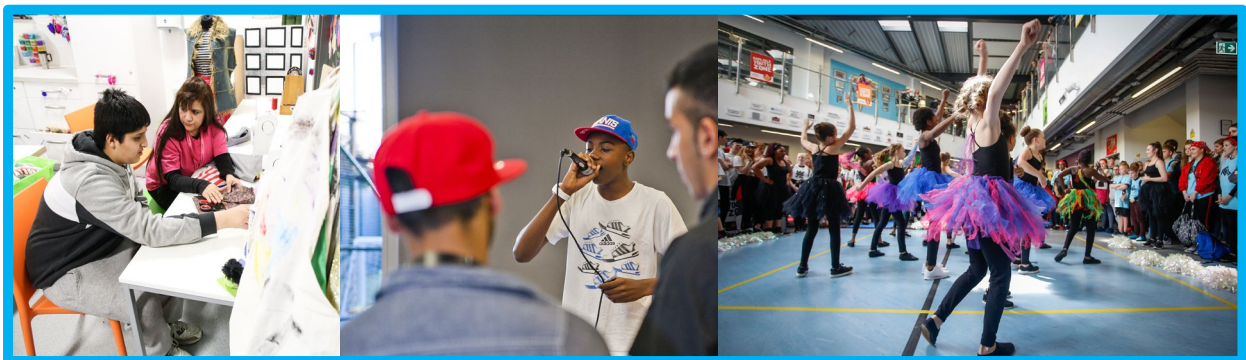


Role Profile

Job title	Administration Coordinator, (supporting on administration, reception and finance)	Salary:	£22,000 – 24,000
Reporting to:	Business Operations Manager	Holidays:	33 days including bank holidays
Location:	The Future, Barking and Dagenham Youth Zone	Hours:	40 hours, day time with some flexibility including occasional evening and weekend work for training and holiday cover.
The Person:	Do you want to use your skills, background or willingness to learn administration, human resources and finance to positively change the lives of young people and grow you career at the same time? Passionate, organised, committed and wanting to work for a growing charity focused on young people?		
Key Relationships:	Youth Zone staff, Young People, Session Lead, Administration Manager, Parents		
Key Dates:	Closing date 9 AM 15th January 2019 , Interviews week commencing 21 st January 2019. To apply please complete the application form found on our website		



Job Purpose:

A vital role to provide a wide range of administrative support for the development of the Youth Zone and to key staff members, in addition to providing a front of house, quality reception service. You will be responsible for supporting all aspects of business administration to ensure the smooth running of the Youth Zone, as well as covering reception duties as and when required.

Context of the post:

Barking and Dagenham Youth Zone, named “The Future” by local young people will be the first Youth Zone in London opened by the national charity, OnSide. Opening to young people in Spring 2019. This is an exciting and unique opportunity to join the delivery team pre-opening and play your part in history, shaping opportunities and Youth Work for London’s young people.

Future, like all OnSide Youth Zone’s exists to give all give young people, particularly those who are disadvantaged, somewhere to go, something to do and someone to talk to. Each Youth Zone is, 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.

Future’s state-of-the-art £6.5 million building on Parsloes Park, 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 seven days a week, with state-of-the-art facilities equipped for a wide range of sporting, artistic, cultural and general recreational activities and targeted services. To access a Youth Zone young people aged 8 – 19 (or 25 with additional needs), simply pay 50p per visit and £5 per year membership.

Find out more by watching

<https://www.youtube.com/watch?v=Yb18h1TPRNE>

<https://www.youtube.com/watch?v=Q3fFHKXV7ZQ>

<https://www.youtube.com/watch?v=sZCMoDYeFTQ>

.....it might just change your life!

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 Future 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 Future 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
- To adhere to The Future Youth Zone policies at all times, with particular reference to Health and Safety, Safeguarding and Equal Opportunities

Duties and Responsibilities - Detailed

- To provide comprehensive business administration support during the development phase of the Youth Zone
- Assist the Chief Executive and Administration Manager in the recruitment and selection process to build the staff team
- Support the Administration Manager to establish, and then maintain the Youth Zone membership and volunteer database system
- Support the Fundraising Development Manager with internal and external communications with members, staff, parents, patrons, and any other key partner organisations
- Deputise in the absence of the Administration Manager
- Assist the youth work team in recording and evaluating work and providing reports, statistics and other relevant information as required both internally and externally
- Assist in the production of board reports on a monthly basis
- Liaise with the Finance Manager to ensure systems are in place to record all hours worked by sessional staff
- Liaise with the Volunteer Recruitment and Training Manager to ensure all volunteer hours are recorded
- Assist the Chief Executive and Head of Youth Work in monitoring progress against targets and measuring the impact of the Youth Zone
- Provide promotional, marketing and administrative support for Youth Zone sessions and events
- As and when required, take responsibility for maintaining the reception area at the Youth Zone and providing a welcoming environment, acting as the first point of contact for Youth Zone members, staff, volunteers, suppliers, visitors and the general public. Other reception duties will include:
 - Ensuring new members are welcomed into the Youth Zone and introduced to a member of the youth work team
 - Ensuring Junior members leave sessions safely in the care of parents
 - Ensuring visitors comply with health and safety requirements and child protection/safeguarding procedures, including the allocation of visitors' badges
 - To deal with telephone enquiries, take and relay messages, screen and direct calls
 - 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 support young people with completing membership forms and to issue membership cards
 - To cash up at the end of each Youth Zone session (in the absence of the Receptionist)
- To assist with any general administration and communication functions as required
- Carry out any other reasonable duties as requested by manager

Person Specification

Selection Criteria* A = Application Form I = Interview T = Test/Personality Profile	Essential or Desirable	Method of Assessment
Experience		
Some experience of administration functions in a work or other setting	Essential	A & I
Experience of working with a range of IT systems	Essential	A & I
Experience of working within a team and prioritising work	Essential	A & I
Experience of organising tasks and activities to ensure that priorities are met	Essential	A & I
Managing or supervising a reception desk or entrance point	Essential	A & I
Working in a customer facing environment	Desirable	A & I
Dealing with the general public	Desirable	A & I
Handling cash	Desirable	A & I
Experience using a membership system or database	Desirable	A & I
Experience working with young people	Desirable	A & I
Qualifications		
GCSE in Maths and English or equivalent	Essential	A
A basic IT or computer literacy qualification	Desirable	A
Skills		
Excellent written and verbal communication skills	Essential	A & I
Highly developed IT skills including MS Office, and databases	Essential	A & I
Excellent organisational, communication and interpersonal skills	Essential	A & I
Ability to cope with multiple demands and deadlines	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 work on own initiative and as part of a team	Essential	A & I
Excellent time keeper	Essential	A & I
Knowledge		
Knowledge of computers and relevant software such as MS Office	Essential	A & I
Knowledge of the issues which effect young people and safeguarding	Desirable	A & I
Special Requirements		
A willingness to work unsociable hours during evenings and weekend when required	Essential	I
DBS clearance and committed to Safeguarding children	Essential	I
A willingness to work additional hours to cover events, holidays and staff absence	Essential	I

The Future Youth Zone are committed to safeguarding and promoting the welfare of children, young people and vulnerable groups.

ON INSIDE YOUTH ZONES NETWORK 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 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.



AMBITIOUS

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.

COLLABORATIVE

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

