**Role Profile: Bank Staff**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Job Roles** | | Receptionist | **Salary** | £10.55 an hour (April 2020 £10.75) |
| **Reporting to** | | Business Operations Reception Manager | **Holidays** | 33 days including bank holidays, pro rata |
| **Location** | | Future Youth Zone  Dagenham | **Hours** | As and when required |
| **Key Dates** | To apply please complete the sessional application form, which can be found on our website and send to [recruitment@futureyouthzone.org](mailto:recruitment@futureyouthzone.org) | | | |
| **Future Youth Zone are committed to safeguarding and promoting the welfare of children, young people and vulnerable groups. These posts are subject to an enhanced DBS check. Pre-employment checks will be required for these roles.** | | | | |

**Job Role**

**Receptionist**

The reception team is to be the first point of contact for young people and their parents when visiting the Youth Zone; a warm welcome will set the tone for their whole experience. Working during the Youth Zone sessions, you will be responsible for giving every young person a positive experience when they arrive at the Youth Zone. As part of the reception team, you will ensure young people enter the session smoothly, process new members, direct phone calls and enquiries and maintain the membership database. In addition, you will ensure Junior members leave the sessions safely, in the care of parents, and ensure visitors comply with health & safety and safeguarding procedures.

We are looking for people who have experience on a reception desk and who have experience working with the general public, within a customer facing environment. You will have the ability to work from your own initiative, will have the ability to engage with a wide range of people, be able to diffuse pressurised situations while remaining calm. You will have a good understanding and be committed to safeguarding young people. can work from your own initiative with minimal supervision

Other responsibilities of the reception team is to provide support to all departments which includes promoting events and activities to support the Youth Work Team. The successful candidate will have good IT, literacy and numeracy skill and be willing to work flexible hours, including evenings and weekends, as and when required and.

****

**About Future Youth Zone**

Barking and Dagenham Youth Zone, named “Future” by local young people, was the first Youth Zone in London opened by the national charity, OnSide in Spring 2019. This is an exciting and unique opportunity to join the delivery team and play your part in shaping opportunities for London’s young people and supporting full time Youth Workers and Youth Work Managers.

Future, like all OnSide Youth Zones, exists to 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, with the purpose of supporting young people to become happy, healthy and successful adults.

Future’s state-of-the-art £6.5 million building on Parsloes Park provides young people with access to a range of activities, offering them 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, recreation area and dance, arts, music and media suites, with 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>

……it might just change your life!

**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.**

