Role Profile

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Head of Business and Human Resources

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**JOB Role:**

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| **JOB TITLE:** | Head of Business and Human Resources | **SALARY:** | £42,840 |
| **REPORTING TO:** | Chief Executive Officer | **HOLIDAYS:** | 33 days including bank holidays and an additional day off on your birthday. |
| **LOCATION:** | Future Youth Zone, 201-225 Porters Avenue, Dagenham, RM9 5YX | **HOURS:** | Permanent: full-time, 40 hours per week. (alternative working patterns could be considered) |
| **THE PERSON:** | We are looking for an experienced Business and HR professional who is passionate about making a positive difference in young people’s lives. You will be a problem solver who enjoys working in a fast paced and varied environment | | |
| **KEY RELATIONSHIPS:** | Chief Executive & Senior Management team, Youth Zone staff, Young people, External Stakeholders, Board members and OnSide. | | |

This is a unique opportunity to take on a senior leadership role with real breadth, where no two days are the same and you are able to see the positive impact of the work you are doing every day on the young people that we serve. The postholder will be secretariat for the Board of Trustees and hold overall responsibility for monthly payroll administration. You will have a robust working knowledge of HR processes (in particular recruitment, management investigations and absence management process), experience in operational and people management and an understanding of systems and willingness to use our existing systems.

The successful candidate will be driven, hardworking, organised, a good communicator and equally comfortable supporting staff/volunteers, engaging with young people and with external partners (where necessary). You will work closely with the Chief Executive, Senior Management team and OnSide, to ensure the Youth Zone continues to transform the lives of Barking and Dagenham’s young people.

**CONTEXT OF THE POST:**

Barking and Dagenham Youth Zone, named as Future by young people, was opened in May 2019. The Youth Zone is an independent Charity, but we are proud to be part of the growing OnSide Network whereby we have adopted a set of principles that guide our work with young people.

Our universal offer is focussed around a state-of-the-art, multimillion pound facility that is purpose built and remains dedicated to young people. We work with young people aged from 8-19 (up to 25 with additional needs) and offer an array of activities for young people to get involved in. Our services are affordable for young people who can access the provision for just a £5 annual membership and 50p entry fee. Whilst our building and activities provide a hook for young people to initially engage with us, the relationships they develop with our team of Youth Workers ensures they return night after night. We pride ourselves on being open when young people need us the most, during evenings and weekends, whenever schools are closed.

Since we opened in May 2019 the Youth Zone has had over 12,000 young people sign up as members of which around 60% are male and 40% are female. At times during our opening year 1,600 young people were visiting the Youth Zone every week, making it a go to destination for the next generation. From March 2020 through to January 2022 the Youth Zone operated under a variety of restrictions and challenges as a result of the Covid-19 pandemic. During that period we were able to continue to support young people using new and innovative forms of engagement, whilst we also extended our support to the wider community when they needed it the most.

More recently we have been able to return to a full universal offer for young people and despite the prevalent challenges around the lasting impact of the pandemic, young people feeling isolated and the cost of living crisis our team continue to provide a [home from home](https://www.youtube.com/watch?v=gM3_nhjdjMo) for young people.

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**DUTIES AND RESPONSIBILITIES – DETAILED**

People & HR management for the organisation including:

* Ensure compliance with all employment and safeguarding legislation.
* Ownership of full recruitment processes; ensuring managers adhere to safer recruitment practices.
* Liaising with and working alongside the OnSide support team.
* Maintaining employee personnel files, in line with appropriate data/HR legislation.
* Managing/supporting HR investigations.
* Overall responsibility for monitoring all employee annual leave and staff sickness absence in line with policy and procedure and with support from line managers
* Developing, reviewing, and updating policies and procedures and ensuring they are understood and observed – with support of the OnSide People team and Administration Managers within the network.
* Proactive in Promoting and organising staff development opportunities and training, in partnership with the Volunteer Recruitment and Staff Training Coordinator and OnSide.
* Overall responsibility for monthly financial information to the Finance Manager, including timely production of invoices and payroll data i.e. employee working hours, annual leave, deductions with the practical support of Finance Coordinator and Line Managers.
* Overall responsibility for the management of the ‘back office’ or non-delivery function, including ensuring resources and facilities are adequate (Youth Zone’s communications, office management & safe office environment)
* Establishing and maintaining appropriate office administrative systems, which may include supporting the delivery team to meet reporting requirements, and training the staff team in using all systems effectively and accurately.
* To provide line management to the Administration Manager, who in turn manages the Catering Supervisor and Youth Zone’s reception team.
* To provide line management to the Facilities Manager, with a focus on the back office and administrative process needed for this role to succeed and comply with and building and facilities legislation.
* To provide line management to the Volunteer Recruitment and Staff Training Coordinator, who will be responsible for the safer recruitment, training and stewardship of a large cohort of volunteers.
* To work alongside the Facilities Manager, Catering Supervisor, Administration Manager and Head of Youth Work to ensure a high standard of Health and Safety and compliance at the Youth Zone
* Provide administrative support to the CEO and participate in board meetings as required, as well as support the administration of board meetings
* To be an active member of the team and deliver a focused, measurable contribution to The Youth Zone’s overall strategic plan.
* To carry out any other reasonable duties as requested

**DUTIES AND RESPONSIBILITIES - GENERAL**

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* 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.
* 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 always adhere to Future Youth Zone policies, with particular reference to Health and Safety, Safeguarding and Equal Opportunities.

**PERSON SPECIFCATION**

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| **Selection Criteria\***  A = Application Form I = Interview T = Test/Personality Profile | **Essential or Desirable** | **Method of Assessment** |
| **Experience** | | |
| Experience of the HR/personnel function including HR practices, procedures & policies, etc. | Essential | A & I |
| Proven experience in senior administrative roles within a busy office environment. | Essential | A & I |
| Experience of operational management & line management responsibility for a large, varied staff team | Essential | A & I |
| Experience of managing budgets | Essential | A & I |
| Experience of providing support at Board or Chief Executive level | Essential | A & I |
| Experience working with external stakeholders and partners, e.g. contracts, service agreements, commissioning | Desirable | A & I |
| **Qualifications** |  |  |
| A qualification relevant to the role (Business Administration, CIPD etc.) | Essential | A |
| Evidence of ongoing professional development (for example HR procedures, payroll, safeguarding, health & Safety, management) | Essential | A |
| **Skills** |  |  |
| The ability to manage office systems and contact databases, to set them up and to use them effectively (for example MS Systems or Salesforce) | Essential | A & I |
| Ability to enthuse, inspire and motivate others | Essential | A & I |
| Excellent communication skills with ability to establish a rapport and communicate effectively with stakeholders - at all levels and from all sectors | Essential | A & I |
| The ability to work under pressure to cope with multiple demands and deadlines, to work fast and to a consistently high standard | Essential | A & I |
| Ability to work under pressure & prioritise effectively | Essential | A & I |
| Ability to pay attention to detail, be thorough and organised | Essential | A & I |
| Ability to motivate and train a team, ensuring best practice is followed and systems are used correctly | Essential | A & I |
| Excellent verbal and written communication skills | Essential | A & I |
| High standard of ICT skills, including the use of databases, preparation of reports and scrutinising data | Essential | A & I |
| **Knowledge** |  |  |
| Knowledge and awareness of the changing employment law landscape. | Desirable | A & I |
| Knowledge of best practice in terms of health, safety and facilities management | Desirable | A & I |
| **Special Requirements** |  |  |
| The willingness to be part of a wider team and understand the core Youth Zone delivery model. | Essential | A & I |
| Enhanced DBS clearance and commitment to Safeguarding children | Essential | A & I |
| A willingness to work unsociable hours when required | Essential | A & I |
| The ability and willingness to occasionally travel to meetings and events both in the region and beyond | Essential | A & I |

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Description automatically generated**THE OTHER BITS…**

Future Youth Zone is committed to the safeguarding of young people. In accordance with our Child Protection and Safeguarding procedures, this position requires an enhanced DBS check*.*

The strength of OnSide Youth Zones comes from the diversity of the people within our vibrant network. We are proud that our Youth Zone team reflect the community that we serve, and we value people working together from a range of different backgrounds locally and nationally, and with different experiences, all with a shared passion for boosting the aspirations of young people across the country. Diversity brings innovation, fresh ideas and creativity, and we actively strive to create a culture that is truly inclusive and fair for all and where everyone in the team can be themselves and thrive.

For information regarding how Future Youth Zone and OnSide Youth Zones process your data, please visit [www.futureyouthzone.org/privacy-policy/](http://www.futureyouthzone.org/privacy-policy/)

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Description automatically generated**OUR VALUES AND STAFF BENEFITS:**

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