

Role Profile

Job title	Reception & Membership Lead
	£11.54 per hour
Salary	20 Hours per week Monday, Wednesday, Thursday Evening
Reporting to:	Business Administration Manager
Location:	Legacy Youth Zone, Croydon
Key Relationships:	Young people, parents, Youth Zone staff, Session Leader, Reception Team, Finance Officer

Job Purpose:

A vital front of house role, the reception is the first point on contact for Youth Zone members and their parents. A Welcoming and professional team who are also positive about young people will ensure the Youth Zone will function to its maximum potential. Working during the Youth Zone sessions you are responsible first of all for giving every young person a warm welcome into Legacy Youth Zone. You will be responsible for the reception area ensuring young people enter the session smoothly, processing new members, directing phone calls and enquiries, maintaining the membership database efficiently and carrying out regular communication.

As the Reception and Membership Team Leader, in addition to completing your current roles and responsibilities as part of the Reception and Membership Team, will you also take on the responsibility of leading the reception team and act as the main reception and membership point of contact for all internal and external liaisons.

Duties and Responsibilities:

- 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 Legacy Youth Zone and OnSide
- Represent Legacy 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 Legacy 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 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 - Detailed

- To take responsibility for maintaining the reception area at the Youth Zone and providing a welcoming environment
- To act as the first point of contact for Youth Zone members, staff, volunteers, suppliers, visitors and the general public
- To ensure new members are welcomed into the Youth Zone and introduced to a member of the youth work team
- 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 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
- To cash 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 maintain the meeting room calendar for the Youth Zone
- To keep records up to date related to attendance, trips, events and meetings
- To support the smooth running of the Youth Zone session as required
- To assist with any general administration and communication functions as required

Duties and Responsibilities – Reception and Membership Team Leader

- Manage the reception team rota ensuring leave and sickness is covered as well as ensure the area is adequately staffed for events too, this means covering for team members if no other solution can be found.
- Ensure the reception area remains GDPR compliant and is presentable to a high standard at all times
- Support the reception team with implementing new processes/procedures relating to membership and operational procedures
- Complete supervisions and lead on organising and delivering reception team meetings
- Be the main point of contact for the reception team and ensure messages are clearly communicated to the team
- Recruitment of new team members
- Managing our CRM system Salesforce
- Complete the banking
- Attending necessary meetings
- Listen to team members feedback and actively resolve any conflict or arising operational issues
- Be solution focused to ensure that the reception area and membership process, alongside other Legacy Youth Zone operations is simple, clear and easy to follow
- Carry out any other reasonable duties as requested by manager
- **Person Specification**

Selection Criteria*	Essential or Desirable	Method of Assessment
A = Application Form I = Interview T = Test/Personality Profile		
Experience		
Managing or supervising a reception desk or entrance point	Essential	A & I
Working in a customer facing environment	Essential	A & I
Dealing with the general public	Essential	A & I
Handling cash	Essential	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		
Ability to engage with all types of people from young people, community members and colleagues to official visitors and Board Directors	Essential	A & I
Willingness to support the Youth Work team in ensuring a safe, fun and welcoming environment for all young people	Essential	I & T
Ability to diffuse pressurised situations while remaining calm and in control	Essential	I & T
Good communication and interpersonal skills	Essential	A & I
Ability to work on own initiative and as part of a team	Essential	A & I
Ability to pay attention to detail, be thorough and organised	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 when required	Essential	A & I
A willingness to cover events, holidays and staff absence	Essential	A & I
DBS clearance and committed to Safeguarding children	Essential	A & I

- * Selection criteria for guidance only, alternative methods may be used to assist the selection process

The strength of the OnSide Network and Legacy 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. Legacy Youth Zone are committed to safeguarding and promoting the welfare of children, young people and vulnerable groups.

For information regarding how OnSide Youth Zones processes your data, please click here: <https://www.onsideyouthzones.org/applicant-privacy/>

Legacy 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.

Application Process

Please complete the application form and send to recruitment@legacyyouthzone.org, together with

1. details of your current or most recent remuneration package and notice period;
2. any reasonable adjustments we can make to assist you in your application or the selection process.

Closing date for applications:

Midnight 26th February 2023

Interview day:

To Be Confirmed



ON SIDE 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.

