

RECEPTIONIST



Harpurhey, Manchester

Salary: £20,982

30 hours per week – 9am to 3pm (to include some evenings and weekends)

Reports to: Head of Finance

Why work for Manchester Youth Zone

- Annual leave entitlement of 33 days (pro-rata)
- We are committed to training and developing our staff, that will include a full induction
- We care about your wellbeing – you will have access to our EAP
- 5% pension contribution
- Onsite gym and sports facilities
- You will be part of our mission to positively impact the lives of young people in North Manchester

The Manchester Youth Zone first opened to young people in 2012 as an independent charity. Located in Harpurhey enables the Manchester Youth Zone to reach those young people who need “Somewhere to go, something to do and someone to talk to”. At Manchester Youth Zone, we have a shared **purpose** to create **passion** and **pathways** for every young person we work with, we do this through providing a safe and welcoming environment, high quality youth work and promoting inclusion, resilience and aspirations.

We work with young people aged 8-19 and up to 25 for those with additional needs offering provision during the day (including weekends) for targeted young people, each evening for universal provision and residential provision for specific programmes. The Manchester Youth Zone has an excellent reputation in a number of areas including safeguarding, working with young people who are “at risk” of criminal exploitation, mentoring and employment skills. We have invested strongly in partnership working, becoming a community asset responding to the needs of young people and the local community of North Manchester.

Job description

This role is an integral part of our delivery to young people, and you will be part of the wider youth work team. Working on our busy reception area, you will be the first face our young people, visitors and families see, so it is vital that you are able to engage and interact with people of all ages and are committed to building positive relationships with members and families alike. This is an ideal pathway role to build your customer service and admin skills.

Your responsibilities will include (but are not limited to):

- Represent Manchester Youth Zone by being a positive and welcoming presence for all who come to our building
- Signing in members & room bookings for sessions and activities and inputting sessional data onto our data systems
- Run regular reports to ensure that all memberships are up to date
- Registering new members; supporting young people and families with the completion of forms and ensuring all information is correctly inputted on system
- Build long term and professional relationships with staff, young people and other visitors including our daytime provision
- Manage incoming calls, responding or redirecting as appropriate
- To take ownership of the SALTO and PAXTON systems to create/amend building passes (training to be provided)
- To manage Manchester Youth Zone's room bookings
- Regularly communicating with caregivers and the youth work team
- Supporting the wider team with administration duties, including making sure that any paperwork assigned is accurately inputted onto our systems
- To communicate all allergen information to our catering staff
- Able to manage own workload to flex between essential tasks.
- To adhere to Manchester Youth Zone policies at all times, with particular reference to health and safety, data protection, safeguarding and equal opportunities
- Actively promote sessions, targeted projects and holiday clubs to members, parents and caregivers and positively contributing towards increasing Manchester Youth Zone membership
- Actively address any bullying, harassment, or discrimination, promoting cohesion, inclusion, and positive relationships.
- Promote and safeguard the welfare of children and young people at all times, managing any safeguarding issues should they arise (training provided).
- To be an active member of the team and operate in line with the Charity's expectations, values and principles. Work a flexible pattern including evenings and weekends in line with the role/team requirements.
- Carry out any other duties as may be reasonably determined by your line manager
- Promote a positive image of MYZ through professionalism and good conduct with all our stakeholders and the public.

Person Specification		
	Essential	Desirable
Working in a customer facing environment	Y	
Dealing with the public	Y	
Managing or supervising a reception desk or entrance point		Y
Working with young people		Y
Communication & Active Listening skills	Y	
Ability to engage with a diverse range of people	Y	
General administration skills	Y	
Digital literacy	Y	
Ability to stay calm in busy periods	Y	
Ability to be organised & prioritise work	Y	
Ability to work with different data systems*	Y * (Training to be provided)	Y
Understanding and knowledge of safeguarding*	Y* (Training to be provided)	Y
Understanding and knowledge of data protection	Y* (Training to be provided)	
Reliable and punctual	Y	
Positive and enthusiastic	Y	
Interest in working with young people and families		Y
Commitment to personal and professional development		Y
Willing and able to work in the evenings and weekends	Y	