

**EMPOWER**  
MANCHESTER • SALFORD

THE HOME OF:

**HIDE**  
OUT  
An OnSide Youth Zone



## RECEPTION AND MEMBERSHIP COORDINATOR

**Job Title:** Reception and Membership Coordinator

**Reporting to:** Reception and Membership Manager

**Location:** HideOut Youth Zone (Gorton, M12 5PX)

**Salary:** £12,60 p/h (Real Living Wage)

**Holidays:** 33 days including bank holidays (pro-rata)

**Hours:** 15 hours per week (including evenings & weekends)

**Key Relationships:** Young people, parents and carers, visitors and guests to the Youth Zone, HideOut Youth Zone staff and volunteers and various stakeholders

## ABOUT EMPOWER

Empower is the umbrella charity that currently oversees operations of the award-winning youth charity based in Manchester, HideOut Youth Zone, which opened in 2020.

HideOut Youth Zone has supported over 7,000 children and young people since it opened, offering a dynamic youth provision that is open 7 days a week (including school holidays).

HideOut's state-of-the-art building provides young people with somewhere safe to go, something positive to do and someone trusted to talk to, with facilities that include a 3G pitch, climbing wall, gym, sports hall and recreation area, and dance, arts, music and media suites.

Due to the success of HideOut Youth Zone, Empower has been granted the opportunity to open another Youth Zone within Greater Manchester – Salford Youth Zone (known officially as SYZ).

The two Youth Zone's will sit under Empower and within the Onside network; a growing number of Youth Zone's across the UK which are funded, built, supported and launched by the national charity, Onside.

It is Empower's vision to ensure all young people grow to lead happy, healthy, safe and successful lives.

## WHAT IS THE ROLE?

A vital front of house role, our Reception and Membership Coordinator will be the first point of contact for HideOut Youth Zone members (children and young people aged 8-19 years, up to 25 for those with additional needs), and any other visitors and guests to the Youth Zone.

You will be a key part of a welcoming and highly professional team who ensure that the Youth Zone functions to its maximum potential.

You will oversee the busy reception area, ensuring young people enter sessions smoothly and their attendance and payments accurately recorded.

You will be responsible for processing new members, directing phone calls and enquiries, maintaining the membership database efficiently and carrying out regular communications.

**Somewhere safe to go. Something positive to do. Someone trusted to talk to.**

## WHO ARE WE LOOKING FOR?

We are looking for candidates who:

- Are available evenings and weekends
- Experienced at managing or supervising a busy reception desk
- Highly organised and able to work in a demanding and lively environment
- Able to engage and interact with all audiences including young people, parents and carers and other stakeholders
- Is calm and approachable
- Is reliable
- Demonstrate a strong commitment to young people and have the ability to engage and build positive relationships
- Are passionate about the aims and mission of HideOut Youth Zone

## ABOUT HIDEOUT

This role is based at HideOut Youth Zone.

Now three years into its delivery and open 7 days a week, including school holidays, HideOut Youth Zone's and has supported over 7000 young people to grow to be happy, healthy, and successful adults.

Facilities include a 3G pitch, climbing wall, gym, sports hall and recreation area, and dance, arts, music, and media suites.

As HideOut moves into the next stage of its journey, the next three years will see the evolution of the delivery, facilities and opportunities for young people across Manchester.

## PERSON SPECIFICATION

<b>Selection Criteria</b> A = Application Form I = Interview	<b>Essential or Desirable</b>	<b>Method of Assessment</b>
GCSE in Maths and English or equivalent	Essential	A & I
Experience of working in a fast paced reception environment or similar	Essential	A & I
Ability to manage and organise several tasks at a time	Essential	A & I
Good communication and interpersonal skills	Essential	A & I
An understanding of safeguarding and currently policies initiatives	Desirable	A & I
A willingness to cover events, holidays and staff absence	Essential	A & I
Experience of using database systems	Desirable	A & I
Experience of working with young people	Desirable	A & I

Somewhere safe to go. Something positive to do. Someone trusted to talk to.

## ADDITIONAL INFORMATION

Empower Youth Zones is committed to safeguarding and promoting the welfare of children, young people and vulnerable groups. **This post is subject to an enhanced DBS check.**

The strength of Empower Youth Zones is the diversity of its people; we place huge value on equal opportunities and encourage applications from candidates of diverse backgrounds, communities and abilities.

We particularly encourage applications from people groups who are currently under-represented in our workforce, including those from South Asian heritage and their diasporas.

For information regarding how OnSide Youth Zones process your data, please visit: [www.onsideyouthzones.org/applicant-privacy/](http://www.onsideyouthzones.org/applicant-privacy/)

## APPLICATION INFORMATION

**Application form:** <https://empoweryouthzones.org/vacancies/>

**How to apply:** Please complete the application form and return to [recruitment@empoweryouthzones.org](mailto:recruitment@empoweryouthzones.org)

**Closing date:** Midday Friday 9<sup>th</sup> May

**Interview date:** Wednesday 21<sup>st</sup> May

## STRICTLY NO AGENCIES PLEASE

We review applications on a rolling basis and reserve the right to close the role at any time.

Feel free to give us a call on **0161 511 3777** if you have any questions about this role, or to hear from a team member about life working at the youth zone.

### BENEFITS OF WORKING FOR EMPOWER YOUTH ZONES

 <b>Onsite Fitness Gym &amp; Boxing / MMA Suite</b>	 <b>33 Days Annual Leave Pro-Rata</b>	 <b>Secure Cycle Store</b>
 <b>Branded Workwear</b>	 <b>Queen Bee's Cafe</b>	 <b>Flexible Working</b>
 <b>Learning and Development Opportunities</b>	 <b>Partnership Working</b>	 <b>Working with Like-Minded People and Cultures</b>
 <b>Company Sick Pay and Enhanced Maternity Leave</b>	 <b>Pension Scheme</b>	 <b>Living Wage Employer</b>

### Employee Assistance Programme

Salford Youth Zone's Employee Assistance Programme provides free and confidential support for our employees on a wide-range of topics, such as:

- Unlimited telephone support (24/7) with calls answered by experienced in-house counsellors, legal and financial specialists
- Structured counselling over the phone, via live chat, email, or in person (up to 6-sessions)
- Family advice line on topics such as childcare & eldercare
- Legal information services including debt & financial information
- Critical incident and trauma support
- Occupational health services
- Crisis support
- "My Healthy Advantage" smartphone app and online personalised wellbeing portal, including videos, webinars, mini health checks and health coaching
- Coverage for dependents (partner/spouse and children aged 16-24) within HMRC guidelines
- Support for line managers
- BrightTV and Wellbeing podcasts

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# OUR 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 the 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.



## AMBITION

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.

## COLLABORATION

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

