

VOLUNTEERING ADMIN ASSISTANT

Job Title: Volunteering Admin Assistant

Reporting to: Volunteer Manager

Location: HideOut Youth Zone and Salford Youth Zone

Salary: £26,208 - £26,539 (pro-rata salary £13,104-£13,269) Band 2

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

Hours: 20 hours per week (including some evenings and weekends)

Key Relationships: Volunteer Manager, Business & People Manager, Director of Operations, Head of Youth Work, Volunteers, Stakeholders, Young People

ABOUT EMPOWER

Empower Youth Zones is the charity that oversees the creation, management and sustainability of Youth Zones in Manchester and Salford. These include HideOut Youth Zone located in Gorton, East Manchester which opened in 2020 and Salford Youth Zone located in Pendleton, Salford opened to young people in June 2025. HideOut and Salford Youth Zones provide children and young people aged 8-19 and up to 25 for those with additional needs with somewhere safe to go, something positive to do and someone trusted to talk to.

EMPOWER is part of the national network of OnSide Youth Zones, which supports the creation and implementation of a network of Youth Zones across the country. Youth Zones are, purpose-built spaces fizzing with energy, and crammed with incredible facilities. They are staffed by skilled and dedicated Youth Workers who truly believe in young people – helping them see what they could achieve, and giving them the skills, confidence and ambition to go for it. This is life-changing support that helps tens of thousands of young people from a diverse range of backgrounds to thrive. There are currently 15 active OnSide Youth Zones across the UK with 20 due to be open by 2025.

WHAT IS THE ROLE?

The Volunteering Admin Assistant will play a key supporting role in the successful delivery of Empower's volunteer strategy, working closely with the Volunteer Manager to help recruit, onboard, and retain volunteers.

This role will assist in promoting volunteering opportunities, coordinating communications, and ensuring a smooth volunteer journey from initial enquiry through to active involvement.

The post-holder will help facilitate training and recognition activities, maintain accurate volunteer records, and support the delivery team in creating a positive, inclusive, and safe environment for all volunteers. They will also assist with tracking volunteer engagement and gathering feedback to help measure the impact of volunteering and inform ongoing improvements.



WHAT WILL I BE DOING?

- Provide vital support to the Volunteer Manager in the successful recruitment and coordination of at least 50 active volunteers (25 at HideOut Youth Zone and 25 at Salford Youth Zone), contributing a combined minimum of 400 volunteer hours across EMPOWER.
- Organising regular formal check ins with volunteers to monitor engagement and feedback.
- Assist in promoting opportunities, processing applications, scheduling interviews, and supporting recruitment campaigns across various platforms and community events.
- Help implement and maintain an efficient and compliant volunteer management system (Volunteero) by supporting processes related to onboarding, training, scheduling, and ongoing development.
- Support the recognition and reward of volunteers by coordinating celebration events, tracking milestones, and helping to develop systems that make volunteers feel appreciated.
- Working closely with the communication team, help raise the profile of volunteering at Empower through social media, local events, and partnerships. They will assist in gathering feedback and contributing to impact reports that highlight volunteer contributions and areas for development.
- Support the next phase of Empower's journey, contributing to the ongoing evolution of its services, facilities, and opportunities as it continues to provide a high-quality, safe, and engaging environment for young people.
- Support the Volunteering Young Leaders Program.
- Support with budget tracking, team communications, and other administrative tasks as directed by the Volunteer Manager and Senior Leadership Team, always championing Empower's values and commitment to safe, inclusive, and high-quality volunteer experiences.

WHAT ELSE WILL I NEED TO DO?

- 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.
- Represent EMPOWER 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.
- 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 Lead using policies, procedures and practice.
- To carry out any other reasonable duties as requested by the Senior Leadership Team.
- Contribute to the effective marketing of Empower to local communities including participating in events as required and effectively using social media relating to volunteer work.
- Ensure all volunteers undergo safeguarding and background checks where necessary.
- Develop policies to ensure a safe and inclusive environment for volunteers and young people.
- Handle conflict resolution and problem-solving, addressing concerns raised by or about volunteers.
- Contribute to EMPOWER's long-term strategy.
- Advocate for the importance of volunteering both internally and externally.

PERSON SPECIFICATION

Selection Criteria A = Application Form I = Interview	Essential or Desirable	Method of Assessment
Essential Experience & Skills		
Experience of Administrative Duties.	Essential	A & I
Excellent Communication, Customer Service Skills and Time Management.	Essential	A & I
Excellent written and verbal communication skills.	Essential	A & I
Experience working within safeguarding, data protection, and confidentiality frameworks.	Essential	A & I

Experience supporting monitoring, evaluation, or reporting processes (e.g. collecting feedback, tracking hours).	Essential	A & I
Strong organisational skills with the ability to manage multiple tasks and meet deadlines.	Essential	A & I
High standard of ICT skills, including the use of databases.	Essential	A & I
Inclusive & Supportive - Dedicated to creating a diverse, welcoming, and inclusive volunteer environment.	Essential	A & I
Experience in the volunteering sector.	Desireable	A & I
Desirable Experience & Skills		
Experience in impact measurement and reporting, using data to evaluate volunteer contributions.	Desirable	A & I
Experience working in a youth - Focused environment or with a young leader development program.	Desirable	A & I
Experience supporting monitoring, evaluation, or reporting processes (e.g. collecting feedback, tracking hours).	Desirable	A & I
Knowledge		
Knowledge of current trends and practices relating to volunteer, recruitment and retention.	Desirable	A & I
Knowledge and awareness of issues affecting young people.	Desirable	A & I
Proactive & Self-Motivated - Able to take initiative and drive improvements in volunteer engagement.	Desirable	A & I
Personal Attributes		
Demonstrate a commitment to the goals and drivers behind the Youth Zone / OnSide.	Essential	A & I
Passionate about youth development - Committed to supporting young people in becoming happy, healthy, and successful adults.	Essential	A & I
Passionate about volunteering and what it can do for individuals, the community and EMPOWER.	Essential	A & I
Enthusiasm and ability to contribute to the successful development of the Youth Zone.	Essential	A & I
Flexible & Adaptable - Willing to work flexibly between weekdays, evenings and/or weekends, and school holidays as needed.	Essential	A & I

Enhanced DBS clearance and committed to safeguarding children.	Essential	A & I
Resilient & Solution Focused - Able to stay calm under pressure and find positive solutions to challenges.	Essential	A & I
The ability and willingness to travel to both our Youth Zones in Gorton and Salford.	Essential	A & I

ADDITIONAL INFORMATION

EMPOWER 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 and the OnSide network of 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. The one thing we all have in common is our desire to raise the aspirations of young people across the country.

For information regarding how OnSide Youth Zones process your data, please visit www.onsideyouthzones.org/applicant-privacy/

APPLICATION PROCESS

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

How to apply: Please complete the application form and return to recruitment@empoweryouthzones.org

Closing Date: Monday 18th August

Shortlisting: W/c Monday 18th August













Interview Date: Tuesday 26th August

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

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

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

EMPOWER
MANCHESTER • SALFORD

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.

