

EMPOWER
MANCHESTER • SALFORD

THE HOME OF

HIDE
OUT
An OnSide Youth Zone



SOMEWHERE SAFE TO GO | SOMETHING POSITIVE TO DO | SOMEONE TRUSTED TO TALK TO

RECEPTION & MEMBERSHIP MANAGER

Job Title: Reception & Membership Manager

Reporting to: Office & Admin Manager

Location: Salford Youth Zone (Pendleton)

Salary: £26,970 - £27,958

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

Hours: 40 hours per week (including some evenings and weekends)

Key Relationships: Young people, parents and carers, visitors and guests to the Youth Zone, Salford Youth Zone staff and volunteers

BENEFITS

- Onsite Fitness Gym & Boxing/MMA Suite
- 33 days annual leave
- Secure cycle store
- Branded workwear
- The opportunity for a free meal on session
- Learning and development opportunities
- Partnership working
- Working with like-minded people and cultures
- Part of a wider network
- Workplace pension scheme
- Special Leave
- Birthday Off
- Employee Assistance Programme through Health Assured
- Health and Wellbeing support which includes an app – Wisdom
- Enhanced maternity and paternity
- Company Sick Pay
- Real Living Wage Employer
- Charity Worker Discount / Bright Exchange Discount – through EAP/Wisdom

APPLICATION PROCESS

Date posted: Friday 19th September 2025

Closing date: Friday 10th October 2025

Application form: www.empoweryouthzones.org/vacancies/

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

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.

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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, which opened to young people in June 2025. HideOut and Salford Youth Zone 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.

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.

HideOut and Salford Youth Zone are part of a national and growing network of Onside Youth Zones. There are currently 15 active Onside Youth Zones across the UK with 20 due to be open by 2025.

WHAT IS THE ROLE?

As Reception and Membership Manager, you will be responsible for leading a small team of Reception and Membership Coordinators to ensure that our members have the best possible service whilst with us.

A vital front of house role, reception is the first point of contact for 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 the lead for our reception desk providing a highly professional welcome and customer-focused service, with focus on visitors, deliveries and room bookings.

You will be positive about young people and will ensure that the Youth Zone functions to its maximum potential.

WHAT WILL I BE DOING?

- Leading and managing the reception team at Salford Youth Zone
- 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 lapsed members are contacted and encouraged to renew
- To ensure bookings are managed in line with processes, Health and Safety and customer service best practice standards
- To ensure visitors comply with health and safety requirements and child protection/safeguarding procedures, including signing into and out of the building with the allocation of visitors' passes
- To deal with telephone and email enquiries, take and relay messages, screen and direct calls
- To lead and support the management team with general office and business administration duties as directed to support the smooth running of the Youth Zone
- To take ownership of the reception and work with other staff and service leads to ensure the most efficient and effective customer service and reception duty
- Oversee the cashing up process for reception supporting the Senior Finance Administration
- Assistance with the required financial record keeping
- Maintain and manage room calendars, events and bookings
- Oversee room booking enquiries, liaising with the Director of Operations and the Building and Facilities Officer to manage requirements
- To ensure that all deadlines are met and that the overall running of the reception support service is effective and reliable

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
- Work within the performance framework of Salford Youth Zone and OnSide
- Represent Salford 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

- 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)
- Assist with any promotional activities and visits that take place at the Youth Zone
- Actively promote the Youth Zone and positively contribute towards increasing Youth Zone membership.

PERSON SPECIFICATION

Selection Criteria A = Application Form I = Interview	Essential or Desirable	Method of Assessment
Experience		
Managing or supervising a reception desk or entrance point	Essential	A & I
Working in a customer facing environment	Essential	A & I
Dealing with young people and the general public	Desirable	A & I
Handling cash / using a till / cashing up	Essential	A & I
Experience in general administration and customer service (minimum 2 years)	Essential	A & I
Experience of leading and managing a team	Desirable	A & I
Qualifications		
GCSE in Maths and English or equivalent	Essential	A
Skills		
Proficient user of IT programmes such as Windows packages, MS Office, database systems	Essential	A & I
Ability to engage with all types of people including young people, community members, colleagues, official visitors, funders and stakeholders	Essential	A & I
Willingness to support the Youth Work team in ensuring a safe, fun and welcoming environment for all young people	Essential	A & I
Ability to diffuse pressurised situations while remaining calm and in control	Essential	A & I
Ability to manage and organise several tasks at a time	Essential	A & I
Good communication and interpersonal skills	Essential	A & I

Knowledge		
An understanding of safeguarding and currently policies initiatives	Desirable	A & I
A willingness to work regular evenings and weekends and, to cover events, holidays and staff absence	Essential	A
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
Enhanced DBS clearance and commitment to Safeguarding children	Essential	A & I

ADDITIONAL INFO

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/



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OUR VISION, MISSION & VALUES

OUR VISION

Children and Young People are inspired to lead healthy, happy, safe and successful lives.

OUR MISSION

To provide children and young people with somewhere safe to go, something positive to do and someone trusted to talk to.

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, with 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 Zone and our local communities.



COLLABORATIVE

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