

VOLUNTEER PROGRAMME ASSISTANT

Job Title: Volunteer Programme Assistant

Reporting to: Volunteer Manager

Location: **HideOut Youth Zone (Gorton) & Salford Youth Zone (Pendleton)**

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

BENEFITS

- Onsite Fitness Gym & Boxing/MMA Suite
- 33 days annual leave
- Secure cycle store
- Branded workwear
- Queen Bee's Café - Free hot 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 16th January

Closing date: Sunday 1st February

Interview date: w/c Monday 16th February

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.

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?

The Volunteering Programme 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
- Work within the performance framework of Empower Youth Zones and OnSide
- Represent Empower Youth Zones 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		
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	Desirable	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 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/



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.