

**Be the Difference – Volunteer for us and help
change young lives**

Reception & Administration Volunteer

Can you enable young people growing up in challenging and dynamic environments feel inspired, supported, happy and safe?

We're looking for an individual with Reception and Administration skills, able to work with our team in the Youth Zone. As a **Reception & Administration Volunteer** you'll work in our busy **Manchester Youth Zone** and help support our centre and youth provision.

With a wealth of sport and creative activities, MYZ currently welcomes almost 1,000 young people each week. We work to raise our member's aspirations, and to equip them with the tools they need to increase their confidence, build positive relationships and add to their own community.

With lots of young people attending our centre each night, reception is a very busy place to be! It's a little different from working on other receptions, you will mainly be working with young people, but the same organisational and communication skills still apply.

As part of the administration duties, as a **Reception & Administration Volunteer** you will be involved with bookings for holiday club, new memberships, dealing with enquiries and day to day admin.

As a volunteer within the Youth Zone, you will be around some great people, who will ensure that there is always something on for the young people to be involved with! It's loud, can get messy, but above everything it will be fun!

STUFF WE WANT FROM YOU!

- Someone fun with great communication and organisation skills.
- Be supportive and patient, friendly and approachable for our young people, staff and other volunteers.
- Willing to learn new processes and procedures.
- You'll need to be patient and able to multi task – it can get hectic!
- We'd love you to be a good motivator.
- We want you to be punctual and reliable, positive and enthusiastic.
- You'll need to support our charity aims and objectives, to provide the best support and experiences for our young people.

- We'll make sure you have a full induction and all the relevant training to enable you to hit the ground running.
- We'll buddy you up with our Receptionists who will make you feel welcome and introduce you to our young people.
- You'll work alongside our fab staff team and other volunteers.
- You'll have an opportunity to practice and improve your skills.
- Volunteering has proven wellbeing benefits, it increases happiness, improves self-confidence and self-esteem.
- You'll have the opportunity to learn new skills and develop your soft skills which will enhance your future job prospects.
- Get that warm fuzzy feeling knowing you're helping others.
- You get to be part of transforming the lives of young people and inspiring the next generation.

STUFF YOU'LL GET FROM US!

THE BORING (but important!) STUFF

In accordance with our Recruitment and Selection Policy, we are not able to accept applications from current or former members, Young Leaders or regular service users for safeguarding reasons, for a period of at least one year since they last attended Manchester Youth Zone (nee The Factory Youth Zone) in this capacity.

In accordance with our safeguarding procedures, this position requires a DBS check.

The Manchester Youth Zone is an equal opportunities organisation and welcomes applications from all sections of the community.