



**Be the difference - help change young lives and work for
the 'North West Charity of the Year'**

Receptionist



Harpurhey, Manchester



Part Time – 20 hours/week



£9,329 per annum

Can you make our young people, staff, volunteers and guests feel inspired, supported, happy and safe?

We're looking for an enthusiastic individual with excellent communication skills to be our Front of House, to provide the best first impression for everyone who comes to our Youth Zone. Our ideal candidate would be someone who is dedicated to being a positive first point of contact for all visitors and young people and deliver a responsive, friendly and welcoming customer experience.

As our **Receptionist** you'll work in our busy **Manchester Youth Zone**. The Reception is the first point of call for everyone entering the Youth Zone, so we want you to make a great first impression, to make everyone feel welcome and help them with any enquiry they might have.

The Manchester Youth Zone first opened to young people in 2012 as an independent charity. Located in Harpurhey enables the Manchester Youth Zone to reach those young people who need **"Somewhere to go, something to do and someone to talk"**.

We work with young people aged 6-19 and up to 25 for those with additional needs offering provision during the day for targeted young people and each evening for universal provision.

The Manchester Youth Zone has an excellent reputation in a number of areas including safeguarding, working with young people who are "at risk" of criminal exploitation, mentoring and employment skills. We have invested strongly in partnership working, becoming a community asset responding to the needs of young people and the local community of North Manchester

If you're passionate about providing an exceptional service, we'd love to hear from you.

STUFF WE'LL TRUST YOU WITH

Responsibilities to include:

- Take full responsibility for the reception area while on duty and deliver a positive Customer Experience within the building at all times.
- Act as first point of contact for visitors arriving at the Youth Zone, dealing with enquiries and maintaining excellent standards of customer service.
- Build lasting, long term, friendly and professional relationships with staff, young people and other visitors.
- Maintain a clean and tidy workspace.
- Support on ensuring information on display in the Youth Zone is up to date, tidy and engaging.
- Support and facilitate events and meetings within the building, maintaining high standards of presentation and food/beverage service where applicable.
- Manage incoming calls, responding or redirecting as appropriate.
- Assist young people and their parents/carers to complete membership forms and process payments.
- Enter membership and other information onto Salesforce and produce reports as required, ensuring quality and accuracy of information recorded.
- Register and process payments for members attending or booking sessions and activities.
- Cash up takings at the end of a session.
- Manage Reception Volunteers or Work Placements, ensure they have the skills, knowledge and ability to deliver the same great service as you when you are not available.
- Adhere to Youth Zone policies at all times with particular reference to Health and Safety, Equal Opportunities, Safeguarding and Data Protection.
- Act as Fire Marshall in the case of any drills or actual incidents.
- Ensure that all staff and volunteers are made to feel an integral and valued part of the Youth Zone family.
- Understand and use procedures for reporting any comments, behaviour or incidents inappropriate to a setting with children and young people.
- Able to manage own workload to flex between essential tasks.
- Understand the importance of data protection and maintain standards of best practice in this area.

Training will be provided where necessary for specific requirements e.g. First Aid

Worked flexibly in line with the needs of the Youth Zone and its key activities. This will involve working unsocial hours in evenings:

Tue	1pm - 6pm
Wed	3pm - 8pm
Thu	1pm - 6pm
Fri	3pm - 8pm

YOUR SKILLS & ATTRIBUTES

So what does it take to succeed in this role? We're looking for someone who genuinely wants to make a positive difference in the lives of our young people and support our staff team by ensuring we have robust systems in place.

QUALIFICATIONS

- Ideally a Customer Service qualification.
- Would be great if you have a First Aid qualification.

EXPERIENCE OF

- Of working in an administration and/or hospitality role.
- Working in a customer facing environment and dealing with the public.
- Operating a reception.

KNOWLEDGE & UNDERSTANDING

- Able to use databases to store and retrieve information, ideally experienced with Salesforce.
- Numerate with experience of cash handling.
- A flexible and non-judgmental approach to people and work.
- Excellent interpersonal skills, with experience sustaining relationships with a wide range of people from all social and professional backgrounds.

STUFF YOU TELL PEOPLE ABOUT

- Knowledge of health and safety, data protection and safeguarding best practice and how these relate to the Youth Zone.
- Self-motivated with an ability to be a flexible and supportive team member.
- Good organisational skills with an ability to prioritise work.
- Good admin and IT skills, and an ability to maintain records and produce clear written and oral reports.

THE OTHER STUFF

- Excellent attention to detail and great communication skills, able to communicate with people at all levels in a friendly and engaging way.
- Able to maintain high levels of energy and positivity throughout the day.
- Welcoming and approachable, positive and helpful, punctual and reliable.
- Able to manage own workload and react dynamically to the needs of the building and people.
- Strong interpersonal skills and the ability to deal with a diverse range of people.
- High level of personal integrity and professionalism.
- Commitment to personal and professional development - we love ambition!

BENEFITS & GOOD STUFF



ONSITE GYM

For gym bunnies or fitness fanatics



PAID R&R

25 days paid holiday (pro rata) plus flexible statutory holidays



PENSION

5% employer contribution after your first 6 months, but you pay 5% too...



LIFE INSURANCE

We got you covered, fingers crossed you don't need it!



INCOME PROTECTION

In case you're under the weather



POOL TABLE & TABLE FOOTBALL

Practice your sharking skills

In accordance with our safeguarding procedures, this position requires a DBS check (formerly called CRB check).

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

Application Information

Deadline: 30th April 2021 at 12pm
Interviews: TBC week beginning 3rd May 2021
Apply: Download the Application Form from www.manchesteryz.org/get-involved/vacancies/job-application/
 We will not consider any application which is not submitted on this form.
Equal Opportunities: We would be grateful if you would complete this form which will be processed anonymously: <https://forms.gle/9L82eLp3rBdXPAJGA>
More info: Please contact Tracy Sparkes on tracy.sparkes@manchesteryz.org
 0161 203 5333
www.manchesteryz.org

**THE
BORING
(but important!)
STUFF**