

# TRANSFORM YOUNG LIVES

♥ Job Role:  
Receptionist /  
Youth Worker

♥ Salary:  
£12.60 per hour

♥ Monday,  
Wednesday,  
Friday 15:45 – 21:15  
additional hours  
adhoc



**INSPIRE**  
An OnSide Youth Zone



FREE GYM ACCESS



FREE MEAL ON SESSION



33 DAYS LEAVE PRO RATA  
(INCLUSIVE OF BANK HOLS)



TRAINING AND  
DEVELOPMENT  
OPPORTUNITIES



BIRTHDAY LEAVE



FREE MEMBERSHIP & HOLIDAY  
CLUB FOR YOUR CHILDREN\*

## Lively, fun, 'sick'... these are some of the words our members use to describe Inspire.

Working with young people age 8-19 (25 with additional needs), we transform lives, helping them be the best they can be.

Opening in 2018, we're 6 years old, and in those 6 years, we haven't stopped learning, and we haven't stopped developing. From a global pandemic to the cost of living crisis, we are there for young people when they need us and adapt to their ever-changing needs.

Open 7 days a week when schools are shut, at our most basic, we provide **somewhere to go, something to do, and someone to talk to.** Our 'see it to believe it' facilities give young people access to a range of activities, opens doors to a world of opportunities, and provides the perfect space to develop new relationships with both peers and positive role models.

Through our doors you'll find; a 3G pitch, gym, sports hall, climbing wall, dance studio, music room and much more.

Inspire isn't just be a place to go, it's a place to grow. And that's as much about young people as it our staff team.

There's so many perks to joining our staff team!

Our Culture



Committed



Supported



Ambitious



Present



Inspirational

# THE ROLE



The Receptionist is the first point of contact for young people, staff, volunteers, and visitors at Inspire Youth Zone.

This role ensures that all incoming calls, inquiries, and visitors are directed appropriately, fostering a welcoming, safe, and supportive environment for the young people and staff. The Receptionist supports the operational activities of the youth work team by handling administrative tasks, maintaining records, and assisting with youth engagement activities. This includes accurate management of our member data base, including signing Young people into the centre and taking attendance and membership payments.

# THE PERSON



Friendly and approachable demeanor with a calm and patient attitude.  
Proactive, resourceful, resilient and flexible, able to adapt to the needs of a dynamic and busy environment.  
Committed to providing high-quality service and creating a positive impact on the lives of young people.  
Enthusiastic about working in a youth-focused environment and supporting the development of young people

# KEY RESPONSIBILITIES



- Oversee and execute front of house tasks and welcome for young people, visitors, stakeholders.
- Collaborate with youth work team to provide a vibrant, exciting, and inclusive offering to young people, fostering a culture of continuous improvement.
- Focused on delivering excellent customer service
- Completion of data related tasks and data entry to a high degree of accuracy
- Support the Youth Work Team in session through excellent communication and best practice.
- Provide direct support to duty manager, colleagues and volunteers.
- Work with the Duty Manager to ensure safeguarding young people is paramount in every session.
- Ensure comprehensive capture, recording, and entry to our data management systems, including membership and attendance
- Engage Positively with Young People, Visitors and a team of highly skilled Youth Workers, assisting with the delivery of diverse activities, interventions, and support for young people.
- Foster a positive and effective representation of Inspire in all interactions with colleagues, partners, and stakeholders.
- Maintain a consistently positive 'can do' attitude, embodying the organisation's values (Ambitious, Supportive, Present, Inspirational, Committed) at all times.
- Act as a positive and engaged member of Inspire's Team, upholding the highest standards of professionalism and serving as a role model for high performance, continuous improvement, safety, and enjoyment.

# THE ESSENTIALS

- Proven experience **working with young people aged 12 to 19** (up to 25 those with additional needs) in a range of settings
- Proven experience in **engaging** vulnerable, disengaged, or hard to reach young people
- Experience of **excellent communication and customer Service** with both adults and young people
- Experience of **managing data and cash handling**
- Experience of **dealing with safeguarding issues**
- Ability to **establish good professional relationships** with young people, adults and partner agencies/organisations
- **Work flexibly** including 3 evenings per week including weekends
- **Resilience, organisational skills, administration**



POSITIVE AND  
ENTHUSIASTIC



PUNCTUAL AND  
RELIABLE



BELIEF IN YOUNG  
PEOPLE



ENHANCED DBS  
CLEARANCE



BE A POSITIVE ROLE MODEL  
TO YOUNG PEOPLE



20  
23

IN NUMBERS



DEALT WITH 333  
CAUSE FOR  
CONCERNS



OVER 40,000  
VISITS FROM  
YOUNG PEOPLE



DELIVERED  
2,271  
SESSIONS



PROVIDED  
8,205  
FREE MEALS

## THE DESIRABLES

- Experience of **working with young people with challenging needs**
- Experience of working with a **data base**
- A **Customer Service / Reception / Administration** Background

## THE OTHER STUFF

To apply, send your **CV and cover letter** to [melanie.rothwell@inspireyouthzone.org](mailto:melanie.rothwell@inspireyouthzone.org)

Interviews will be ongoing and applications will close once an offer of employment is made

