



## OFFICE & ADMIN MANAGER

**Job Title:** Office & Admin Manager

**Reporting to:** Director of Operations

**Location:** HideOut Youth Zone (Gorton)

**Salary:** £26,278 - £28,423

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

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

**Key Relationships:** Director of Operations, Business and People Manager, HideOut Youth Zone staff, volunteers and stakeholders

## EMPOWER YOUTH ZONES

Empower Youth Zones is the umbrella charity that currently oversees operations of the award-winning youth charity based in Manchester, HideOut Youth Zone, which opened in 2020.

HideOut Youth Zone has supported over 7,000 children and young people since it opened, offering a dynamic youth provision that is open 7 days a week (including school holidays).

HideOut's state-of-the-art building provides young people with somewhere safe to go, something positive to do and someone trusted to talk to, with facilities that include a 3G pitch, climbing wall, gym, sports hall and recreation area, and dance, arts, music and media suites.

Due to the success of HideOut Youth Zone, Empower Youth Zones has been granted the opportunity to open another Youth Zone within Greater Manchester – Salford Youth Zone (known officially as SYZ).

The two Youth Zone's will sit within the Onside network; a growing number of Youth Zone's across the UK which are funded, built, supported and launched by the national charity, Onside.

It is Empower Youth Zone's vision to ensure all young people grow to lead happy, healthy, safe and successful lives.



## WHAT IS THE ROLE

The Office & Admin Manager is responsible for ensuring the smooth running of the Youth Zones the day to day back office and membership support functions, including overall responsibility for our Reception and Membership team, room bookings and facility hire, internal comms and IT systems, sorting of mail and deliveries and assisting the Facilities Manager to coordinate maintenance visits. They will work closely with Empower's Business and People manager to support HR admin processes including recruitment, onboarding and inductions and provide secretarial support to HideOut's Senior Management Team

The post-holder will be a committed team player with an eye for detail and the ability to multi-task within this busy working environment. They will be passionate about providing a first-class services and facilities for the children and young people of East Manchester.

## WHAT WILL I BE DOING?

- Overall responsibility for the management of the 'back office' or non-delivery function, including ensuring resources and facilities are adequate, (office management & safe office environment)
- To provide line management to the Reception Manager with a focus on the back office and administrative process needed for this role to succeed ensuring all visitors have an excellent experience
- Support all recruitment aspects from shortlisting, onboarding, interview process, training & progression to leavers.
- Support Empower's Business and People Manager to set up and maintaining employee personnel files, in line with appropriate data/HR legislation.
- Establishing and maintaining appropriate office administrative systems, which may include supporting the delivery team to meet reporting requirements, and training the staff team in using all systems effectively and accurately
- To work alongside the Facilities Manager, Catering Manager and Head of Youth Work to ensure a high standard of Health and Safety and compliance at the Youth Zone.
- Provide administrative support to SLT and participate in senior meetings as required, as well as support the administration of senior meetings
- To be an active member of the team and deliver a focused, measurable contribution to The Youth Zone's overall strategic plan
- Manage internal and external facility bookings for spaces and events
- Implement data protection protocols for sensitive information
- To work within the performance framework of the Youth Zone.

## WHAT ELSE WILL I NEED TO DO?

- Be a role model for young people and present a positive "can do" attitude
- Commit to a culture of continuous improvement
- Represent HideOut 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 as safe as possible and accessible
- To 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
- Safeguarding Leads in line with policies, procedures, and practice (training to be provided)
- To assist with any promotional activities and visits that take place at the Youth Zone, positively contributing towards increasing Youth Zone membership
- As part of the management team, to deliver a focused, measurable contribution to the Youth Zone's overall strategic plan.

# PERSON SPECIFICATION

<b>Selection Criteria</b> A = Application Form I = Interview	<b>Essential or Desirable</b>	<b>Method of Assessment</b>
<b>Experience</b>		
Experience of providing high quality hosting, reception or hospitality services	Essential	A & I
Experience of managing operational budgets and basic accounting functions	Essential	A & I
Proven experience in senior administrative roles within a busy environment	Essential	A & I
Experience of operational & line management	Essential	A & I
Experience within the not-for-profit sector	Desirable	A & I
<b>Qualifications</b>		
A qualification relevant to the role (Level 5 or above in Business Administration or HR)	Desirable	A & I
<b>Skills</b>		
The ability to set up, manage and effectively use office systems and contact databases (MS Word, Excel & Outlook, Salesforce/or equivalent)	Essential	A & I
Excellent oral and written communication skills with ability to establish a rapport and communicate effectively with stakeholders, at all levels and from all sectors	Essential	A & I
The ability to work under pressure to cope with multiple demands and deadlines, to work fast and to a consistently high standard	Essential	A & I
Ability to work on own initiative and as part of a team	Essential	A & I
Excellent organisational skills	Essential	A & I
<b>Knowledge</b>		
Understanding of issues affecting young people's lives	Desirable	A & I
Knowledge of health and safety, diversity awareness and safeguarding best practice	Desirable	A & I

## APPLICATION PROCESS

**Application form:** [www.hideoutyouthzone.org/vacancies](http://www.hideoutyouthzone.org/vacancies)

**How to apply:** Please complete the application form and return to **[recruitment@empoweryouthzones.org](mailto:recruitment@empoweryouthzones.org)**

**Closing date:** Friday 25th October - Midnight

**Interview date:** w/c 1st November

**We review applications on a rolling basis and reserve the right to close the role at any time.**

**STRICTLY NO AGENCIES PLEASE**

## ADDITIONAL INFO

We particularly encourage applications from people groups who are currently under-represented in our workforce, including those from South Asian heritage and their diasporas.



The role is full-time and based at HideOut Youth Zone in East Manchester. HideOut Youth Zone 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 HideOut 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/](http://www.onsideyouthzones.org/applicant-privacy/)



## **BENEFITS OF WORKING FOR HIDEOUT YOUTH ZONE**

 <p><b>Onsite Fitness Gym &amp; Boxing / MMA Suite</b></p>	 <p><b>33 Days Annual Leave Pro-Rata</b></p>	 <p><b>Secure Cycle Store</b></p>
 <p><b>Branded Workwear</b></p>	 <p><b>Queen Bee's Cafe</b></p>	 <p><b>Flexible Working</b></p>
 <p><b>Learning and Development Opportunities</b></p>	 <p><b>Partnership Working</b></p>	 <p><b>Working with Like-Minded People and Cultures</b></p>
 <p><b>Company Sick Pay and Enhanced Maternity Leave</b></p>	 <p><b>Pension Scheme</b></p>	 <p><b>Living Wage Employer</b></p>

## **Employee Assistance Programme**

HideOut's Employee Assistance Programme provides free and confidential support for our employees on a wide-range of topics, such as:

- Unlimited telephone support (24/7) with calls answered by experienced in-house counsellors, legal and financial specialists
- Structured counselling over the phone, via live chat, email, or in person (up to 6-sessions)
- Family advice line on topics such as childcare & eldercare
- Legal information services including debt & financial information
- Critical incident and trauma support
- Occupational health services
- Crisis support
- "My Healthy Advantage" smartphone app and online personalised wellbeing portal, including videos, webinars, mini health checks and health coaching
- Coverage for dependents (partner/spouse and children aged 16-24) within HMRC guidelines
- Support for line managers
- BrightTV and Wellbeing podcasts

**HIDE**  
OUT  
An OnSide Youth Zone

## **OFFICE & ADMIN MANAGER**



# 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, and 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.



## AMBITION

We are passionate and driven in taking on new challenges, embracing new ideas and exceeding our ambitions for young people, the Youth Zones and our local communities.

## COLLABORATION

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

