

BLACKBURN YOUTH ZONE

Blackburn Youth Zone is an iconic, state-of-the-art facility for young people in the heart of Blackburn which opened in June 2012. Attracting young people from across the town and beyond by its fantastic facilities, Blackburn Youth Zone provides sports and arts activities and practical support, especially for those who are disadvantaged.

The three-storey building has a dedicated sports hall with a climbing wall, gym, boxing ring, dance and performing arts spaces and as well as visual arts facilities. Also included are a cafe, games and social areas and an outdoor all-weather pitch on the roof. The centre is open 365 days a year.

JOB ROLE

Blackburn Youth Zone is seeking a highly motivated Senior Administrator to support the administration department and the wider team, ensuring that the administration and data functions are run efficiently to support the day to day running of the youth zone.

JOB DESCRIPTION

Post Title:	Senior Administrator
Department:	Business Administration Team
Responsible to:	Head of Business Management
Hours:	Part-Time/ flexible - Across 5 days - 16-22.5 hours per week Temporary for 9-12 months with review to permanent
Salary:	£9 - 10.50 per hour

Job Summary

Reporting to the Head of Business Management, this role will play a key part in providing an efficient administration function to the Blackburn Youth Zone team. The ideal candidate will have good organisational and IT skills and be comfortable working in a busy environment. In accordance with our Child Protection and Safeguarding procedures, this position requires a DBS check.

Duties and Responsibilities

Admin & Reception

To act as a daytime reception team in line working with the Fundraising Manager and Universal Team Manager to ensure there is a consistent provision to welcome visitors and sign in.

Answer the telephone, direct calls and manage any queries.

General Filing in accordance with GDPR regulations including upload to Salesforce (full training will be given).

Create and set up DBS applications including ID verification on DBS platform

Stationery ordering and ensuring the Reception and office environment remains tidy and uncluttered and the printing equipment remains stocked.

Ensure that all volunteers and trainee staff are made to feel an integral and valued part of the Blackburn Youth Zone.

Support any other duties required of you as may reasonably be determined by your supervisor.

Setting up for a meeting and making sure there is tea, coffee, cups, water, glasses etc and any computing equipment is ready.

Making sure the kitchen and staff room is stocked with coffee, tea, sugar etc.

Deputise the reception and canteen cash up.

Manage administration of Kronos for the team including set up, passwords and any ad-hoc requests

Create when required access passes for the team.

Support project leads inputting relevant data into CRM software salesforce.

Be on hand to support the wider team with data inputting onto CRM website.

Corporate Responsibilities

1. Work in line with Blackburn Youth Zone's core values
2. Participate in Blackburn Youth Zone's Personal Review and Development Plan (PRDP) process
3. Comply with the Youth Zone's Equal Opportunities, Safeguarding, Data Protection, IT and Health and Safety policies
4. Undertake any additional learning and development considered relevant to the performance of the duties of this post and in furtherance of the Blackburn Youth Zone's objectives
5. Adopt a coordinated and cooperative approach to working
6. Any other duties to reflect the changing workloads and priorities within the department

PERSON SPECIFICATION

Post Title:	Senior Administrator		
Department:	Business Administration Team	Date:	21/07/2021

CRITERIA	ESSENTIAL/ DESIRABLE	METHOD OF ASSESSMENT
<u>QUALIFICATIONS</u> 1. Good General Education (GCSE or equivalent Standard)	E	Application Form / Certificates
<u>WORK EXPERIENCE</u> 1. Experience of answering telephone queries in a professional manner 2. Experience of communicating by email and letter 3. Experience working in a busy office environment 4. Experience of working with people at different levels 5. Experience of using IT systems and recording data 6. Experience of working collaboratively with managers and other team members 7. Ability to prioritise work, with conflicting demands	E E D D D D E	Application Form / Interview
CRITERIA	ESSENTIAL/ DESIRABLE	METHOD OF ASSESSMENT
<u>SKILLS/KNOWLEDGE</u> 1. Knowledge of Salesforce/other CRM Systems 2. Able to work as part of a team to professional standards 3. Interpersonal skills to offer support and influence 4. Ability to work collaboratively with line managers 5. High level of written and oral communication skills, being able to communicate in plain English	D E E E E	

6. Competent in the use of computerized systems, including Google Docs or Microsoft Office packages	E	Application Form / Interview
7. Able to work on own initiative, resolving issues as and when they arise	E	
8. Good organisational skills and the ability to work quickly and efficiently	E	
9. Tact and diplomacy, being able to liaise with people at all levels	E	
10. Ability to maintain confidentiality	E	
11. Ability to learn new skills quickly and to apply them in professionally challenging circumstances	E	
12. Experience of working in a challenging environment/working in an environment with young people	D	
<u>BEHAVIOURAL SKILLS</u>		
1. Presents a positive and professional image of Blackburn Youth Zone, in line with its values	E	Application Form / Interview
2. Flexibility and willingness to develop new skills	E	
3. Positively receive change	E	

To apply for this role, please forward your CV and covering letter stating how you meet the requirements of the role to: hr@blackburnyz.org

If you require any further information about the role, please contact HR: 01254 292000