

ROLE PROFILE

Job title	Business Support Manager	Salary:	Up to £40,000 pa (dependent upon experience)
Reporting to:	Chief Executive	Holidays:	33 days including bank holidays
Location:	The Base, Dallam Lane Warrington	Hours:	40 hours – (flexibility required, including occasional evenings and weekends)
Key Relationships:	Chief Executive, Youth Zone Staff, Young People, External Stakeholders, Chief Executive, Board Members, OnSide team		

MAIN PURPOSE:

As a key member of the charity's senior leadership team, you will be responsible for management of the Warrington Youth Zone/Club back office and support functions, including people (HR), systems, and finance support.

GENERAL

The role will be based at The Base, until early 2022 when the organisation will move into the Youth Zone building at the end of Dallam Lane in Warrington.

Warrington Youth Zone is committed to the safeguarding of young people. In accordance with our Child Protection and Safeguarding procedures, this position requires an **Enhanced DBS check**.

THE POST

The Business Support Manager is a new post that will be central to the success of Warrington Youth Club as it transitions into Warrington Youth Zone in early 2022. Alongside the CEO and delivery managers (responsibility for targeted and universal services to young people) you will form part of the Youth Zone's Senior Management Team. You will provide leadership and management to the Youth Zones back-office function enabling us to provide the best possible service to the 4000 young people who will be supported by Warrington Youth Zone.

We are looking for someone who is passionate about making a positive difference within society, a problem solver who enjoys a fast paced and varied working environment with;

- experience and working knowledge of HR processes
- experience of line management
- a good understanding of systems (for example CRM databases such as Salesforce, time and attendance platforms such as Kronos, payroll & finance functions)
- operational experience within the business or the not-for-profit sector

CONTEXT OF THE POST

Warrington Youth Club

Warrington Youth Club was formed in 1930 by a group of parents who were concerned that their children were getting into trouble after school. Over the following five years the group developed into Warrington Boys Club. Warrington Youth Club today is a well-established charity which delivers an open access Youth Club four nights a week at The Peace Centre, a satellite gym 7 days a week in Warrington Town Centre as well as a wide range of successful targeted projects including mentoring, employability and National Citizenship Service (NCS).

In 2008, the Board of WYC, recognising the need for WYC to modernise and evolve and find more permanent locations for its services (currently scattered over multiple locations), began working closely with OnSide and Warrington Borough Council to explore the potential for a new Youth Zone, a central facility within Warrington which will allow the youth offer to be extended to 7 days each week and attract young people from across Warrington. Whilst providing a base for the many successful and changing targeted projects Warrington Youth Club deliver to local young people. Warrington Youth Club/Zone is part of the OnSide Network.

Warrington

Warrington has a population of 210,000 people, 32,000 of whom fall within the target age for a Youth Zone (7 – 19 or up to 25 for those with a disability or vulnerability). There is currently no universal youth provision for young people in Warrington available 365 days a year and Warrington Youth Club is the largest children and young people's organisation in the town with over 4000 members.

Warrington Youth Club has a long history in helping young people in this area and is well networked into the Voluntary, Statutory, Faith and Private sectors across the Borough. The multi-agency links that Warrington Youth Club has developed will ensure that the new Youth Zone is accessible to a broad range of groups who support children and young people across Warrington.

See more of what we do [here](#).

Warrington Youth Zone is dedicated to young people and makes a bold statement about the importance of giving young people high quality places to go in their leisure time. Open 7 days a week including school holidays, the Youth Zone's purpose is to help young people grow to be happy, healthy and successful adults. The state-of-the-art £7.05 million building will provide young people with access to a range of activities, all offering young people the opportunity to try new things, meet new friends and gain support from friendly, warm and positive staff and volunteers. The facilities include a 3G pitch, a gym, sports hall and recreation area, and dance, arts, music and media suites.

OnSide Youth Zones

OnSide Youth Zones, established in 2008, has been growing rapidly and has ambitious plans to create 100 Youth Zones in towns and cities, giving young people somewhere safe and inspiring to go in their leisure time. Youth Zones are amazing places: accessible, vibrant, welcoming, fun and caring are just some of the words used by young people to describe their Youth Zone. OnSide's message is clear; young people deserve the best, with Youth Zones giving young people somewhere to go, something to do and someone to talk to.

Seeing really is believing- find out more [here](#)

Duties and Responsibilities – Detailed

- People & HR management for the organisation:
 - Ensure, with support of board & CEO the compliance with all employment and safeguarding legislation. Liaising with and working alongside the OnSide support team.
 - Recruitment, induction & onboarding of new starters.
 - Setting up and maintaining employee personnel files, in line with appropriate data protection/HR legislation.
 - Managing/supporting HR investigations.
 - Overall responsibility for ensuring the organisation manages, monitors & achieves KPI's in relation to management of appraisals and performance management, annual leave, attendance management, in line with policy and procedure and with support from line managers.
 - Developing, reviewing, and updating policies and procedures and ensuring they are understood and observed, with support of the senior management team
 - Promoting and organising staff development and training, in partnership with the Volunteer & Training Manager.
- Overall responsibility to provide monthly financial information including timely production of invoices and payroll data.
- Establishing and maintaining appropriate office administrative systems with the support of the administration assistant, which may include support to the delivery team to meet reporting requirements
- To provide line management to the Catering Manager and/or the Facilities Manager, depending on your skills
- To provide line management to the administration assistant, who in turn will manage the Youth Zones reception team.
- Attend board & participate in board meetings as required as well as to provide administrative support to the board.
- To work within the performance framework of the Youth Zone and OnSide.
- To take a creative and enthusiastic approach to making Warrington Youth Zone a valued facility in the locality.
- To deputise for CEO as & when required

Duties and Responsibilities - General

- Be a role model for young people and present a positive “can do” attitude
- Take personal responsibility for own actions
- Commit to a culture of continuous improvement
- Work within the performance framework of Warrington Youth Zone and OnSide
- Represent Warrington 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.

- To carry out any other reasonable duties as requested by the Chief Executive

PERSON SPECIFICATION


Applicants will be expected to demonstrate the experience, skills, abilities and attributes listed.

	Essential	Desirable
Experience		
Experience of the HR/personnel function	✓	
Experience of managing operational budgets and basic accounting functions	✓	
Proven experience in senior administrative roles within a busy environment	✓	
Experience of operational management & line management	✓	
Experience of managing employee relations processes and cases		✓
Experience of developing policies and procedures and staying up to date with changes in employment law.		✓
Experience within the not-for-profit sector		✓
Skills		
The ability to set up, manage and effectively use office systems and contact databases (MS Office including Excel, Salesforce/or equivalent)	✓	
Excellent oral and written communication skills with ability to establish a rapport and communicate effectively with stakeholders, at all levels and from all sectors	✓	
The ability to work under pressure to cope with multiple demands and deadlines, to work fast and to a consistently high standard.	✓	
Ability to work on own initiative and as part of a team	✓	
Excellent organisational skills	✓	
Knowledge		
Knowledge and awareness of issues affecting young people	✓	
Knowledge of the changing employment law landscape	✓	
Knowledge of charity funding via grants & trusts and reporting requirements		✓
Qualifications		
A qualification relevant to the role (Level 5 of above in Business Administration or HR)		✓
Personal Attributes		
A commitment to supporting young people	✓	
A willingness to learn and develop	✓	
A willingness and ability to work unsociable hours when required including evenings, weekends and bank holidays, and to travel to meetings and events in the region and beyond	✓	

	DBS clearance and committed to safeguarding children	✓	
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The strength of OnSide Youth Zones comes from the diversity of the people within our vibrant network. We are proud that our Youth Zone teams reflect the communities they serve, and we value people working together from a range of different backgrounds locally and nationally, and with different experiences, all with a shared passion for boosting the aspirations of young people across the country. Diversity brings innovation, fresh ideas and creativity, and we actively strive to create a culture that is truly inclusive and fair for all and where everyone in the team can be themselves and thrive.

ON INSIDE YOUTH ZONES NETWORK 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 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.



AMBITIOUS

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.

COLLABORATIVE

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

