

ROLE PROFILE



BUSINESS SUPPORT OFFICER BASE71, BARNSELEY YOUTH ZONE



SALARY OFFER:
£32,000

LOCATION:
Barnsley

REPORTING TO:
Head of HR and Operations

CONTRACT:
Permanent full-time, 37.5 hours per week

BENEFITS:
33 days Holiday (inclusive of bank holidays), plus Birthday Leave
Workplace pension
Free gym access (once the Youth Zone opens)
Access to OnSide's Talent Academy; bespoke training and mentoring

OUR COMMITMENT TO EQUITY, DIVERSITY & INCLUSION

As an equal opportunities employer, we welcome applications from under-represented groups; in particular from Black, Asian, Mixed Race & other ethnically diverse individuals, people with disabilities, and members of LGBTQ+ communities. Our dedicated ED&I Group, with support from the Senior Leadership Team, is actively promoting and advancing diversity and inclusion at OnSide, ensuring a culture where everyone can be themselves and thrive.



ABOUT THE BASE71 YOUTH ZONE

Opening in Summer 2025, Barnsley 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, health and successful adults

The state-of-the-art £10 million building provides young people with facilities that are second to none delivering over twenty sporting, artistic, cultural and general recreational activities each session. Offering young people the opportunity to try new things, meet new friends and gain support from friendly, warm and positive staff and volunteers.

[Archie's story #ButWhenImHere - YouTube](#)

[Mala's story #ButWhenImHere \(youtube.com\)](#)

ABOUT ONSIDE

Potential is everywhere. In every home on every street, from affluent suburbs to inner-city estates. The difference is that some young people get every opportunity to explore their potential. Others don't.

OnSide is a national charity that believes all young people should have the opportunity to discover their passion and their purpose to find what they've got and where it could take them.

OnSide funds and builds state-of-the-art, multimillion- pound Youth Zones in the country's most economically disadvantaged areas. They train the amazing people that run them and they offer continuing support via the nationwide OnSide Network where they can learn and grow, share their stories, and celebrate their success together.

This is a passionate, properly funded youth provision, with no ifs or buts. It's about giving young people a chance to shine in an environment where they can be themselves.

It's about opportunity.

[OnSide - But when I'm here \(youtube.com\)](#)

<https://www.onsideyouthzones.org/>

THE ROLE

Are you looking for a role where you can make a real impact behind the scene? We're on the hunt for a hands-on energetic and super organised Business Support Officer who's ready to roll up their sleeves and tackle a fast paced ever-changing environment! No two days will be the same as you help keep our operations running smoothly.

Working closely with the Head of HR & Operations you'll support key functions like finance, payroll, HR, IT, Systems and Data management and office administration while creating a welcoming environment.

If you're a problem solver who thrives in a fast-paced setting, loves organization and wants to grow your skills while make a difference, we'd love to hear from you. You'll be a crucial part of Base71 Youth Zone, welcoming up to 250 young people each session, creating a thriving space for them to thrive.

ALL BARNSELEY YOUTH ZONE EMPLOYEES ARE EXPECTED TO:

- Be a role model for young people, present a positive 'can-do' attitude and take personal responsibility for your own actions.
- Work within the performance framework of the charity and live the values of Barnsley Youth Zone and the OnSide Network, contributing to a culture of high performance, continuous improvement and a young person first, team always ethos.
- Represent and promote the Youth Zone positively and effectively in all dealings with internal colleagues and external partners, assist with any promotional activities and visits that take place at Barnsley

KEY RESPONSIBILITIES

Office Management

- Oversee office operations, ensuring efficiency and a welcoming environment.
- Provide a comprehensive administration service across all areas of the Youth Zone including Management of supplies and equipment, implement and improve administrative systems
- Serve as the main point of contact for internal and external stakeholders.

Recruitment and HR

- Assist SLT in the Recruitment and Selection process to build the staff team
- Support Head of HR and Operations with other people related matters.

Finance and Payroll

- To support the day-to-day financial procedures including processing invoices, payments and maintain financial records, including cash handling, banking, budget monitoring and supporting with audits.
- Oversee Payroll ensuring timely payments, accurate records and resolve related queries

Reception and Membership

- To line manage the reception team, lead and support to ensure excellent customer service including overseeing scheduling, training and task delegation.
- Manage membership registrations, database accuracy and GDPR compliance.
- Assist young people and parents with membership queries

IT Systems

- Support smooth operation of IT & Systems, including troubleshooting and report basic issues.
- Be trained to be our system champion, provide training for the team.

Volunteering

With the Volunteer Co-ordinator, develop an excellent volunteering offer across the Reception Service offering support, development and line management to volunteers.

Collaborative Working

Work closely with catering, facilities and youth teams to ensure seamless operations. Support cross-team initiatives to enhance the youth zone experience.

Other Experience

- Greeting all young people, parents and visitors with a big smile and a friend attitude, creating a warm and inclusive atmosphere that makes every young person feel excited to be part of the Youth Zone.
- A willingness to cover events, holidays and staff absence
- To perform any other reasonable duties as requested by the Senior Leadership Team
- To comply with all policies and procedures, with reference to safeguarding, code of conduct, health and safety, and equality and diversity.
- 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 Child Protection Officers using policies, procedures, and practice

PERSON SPECIFICATION

Applicants will be expected to demonstrate the experience, skills, knowledge and aptitudes listed below throughout the recruitment process. However, if you don't meet every single requirement but feel you have strong and relevant transferrable skills or lived experience to draw from, we encourage you to apply anyway. Why? Studies have shown that women and Black, Asian, Mixed Race & other ethnically diverse people are less likely to apply for jobs unless they meet every single criteria/ competency. OnSide and the Network are dedicated to driving change and to building diverse, inclusive, and authentic workplaces, so if you're excited about this role but your past experience doesn't align perfectly, please tell us how your experience is transferrable.

You may be just the right candidate!

SELECTION CRITERIA
EXPERIENCE
People: Varied experience of office administration & management functions
Finance: Experience of basic accounts work and/or payroll
Systems: Experience of Managing IT Systems and Data Management
Customer Service: Experience in Customer Service (Within an office/charity environment)
Leadership: Experience leading or managing a small team, with the ability to motivate and inspire
Administration Expertise: Lead and support in developing, managing and implementing operational procedures to ensure effective administration
SKILLS, KNOWLEDGE AND ATTRIBUTES
A friendly approach: A warm welcoming personality that makes everyone feel at home
Systems knowledge: A proactive approach to supporting staff with IT systems and processes and identifying areas for improvement
Organisational Know-How: Strong organisational skills to manage memberships, schedules and office admin with ability to handle varied workload, react quickly and prioritise tasks.
Tech-Savvy: High Level of IT skills including experience in Microsoft Office and Diary Management, plus experience managing and maintaining systems.
Communication: Excellent communication skills, both face to face and over the phone or email
A Passion for Young People: A genuine enthusiasm for working in a youth environment
Teamwork: A collaborative approach, with the ability to work closely with different teams
Adaptability: The ability to stay calm under pressure, adapt to a fast paced-dynamic environment with regular interruptions.
Safeguarding: Enhanced DBS clearance and commitment to Safeguarding Children
Flexibility: A willingness to work occasional evenings and weekends (with time off in lieu given)
QUALIFICATIONS
Qualifications in a related field (e.g, HR, Business, or Finance) are advantageous but not essential and relevant experience will also be considered.

GENERAL INFORMATION

The normal hours of work are 37.5 per week, or those necessary to fulfil the requirements of the position. There will be an occasional requirement to work outside the normal 9 to 5, Monday to Friday, working week, to cover for the Reception team when required. This will mean working flexibly across the week, to suit the needs of both the role and the individual. Pre-opening and before the Youth Zone is built there will be elements of flexible working.

In accordance with our Child Protection and Safeguarding procedures, this position requires an Enhanced DBS check.

APPLICATION PROCESS

ANONYMOUS APPLICATIONS:

We recognise our workforce is under-represented in certain areas and are committed to addressing this. We strongly encourage applicants to submit anonymous applications; in practice this means removing your name & email address from your CV & cover letter. Only these documents will be shared with the selection panel.

To apply, please email a CV and cover letter (no more than one page) in response to the person specification and questions below to: recruitment@base7lyz.org

1. Why do you want to work for us?
2. Looking at the person specification, briefly describe how your skills and experience (including any lived experience) make you a good candidate for this role. (200 words max)
3. How you demonstrate your commitment to fairness, equity and respect.
4. Confirmation you are eligible to work in the UK (the successful candidate will be required to provide documentary evidence before a job offer confirmed).
5. Any reasonable adjustments we can make to assist you in your application or the selection process.
6. This role will be based in the Youth Zone and therefore require an Enhanced DBS.
 - Do you have any unspent conditional cautions or convictions under the Rehabilitation of Offenders Act 1974?
 - Do you have any adult cautions (simple or conditional) or spent convictions that are not protected as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (Amendment) (England and Wales) Order 2020

CLOSING DATE FOR APPLICATIONS:

Monday, 21 April 2025 by 17:00

INTERVIEW:

Thursday, 1 March 2025 in Barnsley

STAGE TWO INTERVIEW:



For information on how OnSide processes your data, go to [OnSide Youth Zones Job Applicant Privacy Notice - OnSide Youth Zones](#)

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.



PROVEN IMPACT



50K

MEMBERS ACROSS
THE ONSIDE NETWORK



MEMBERS MAKE OVER

650K

VISITS EVERY YEAR



£187M

INVESTED IN YOUNG PEOPLE
THROUGH OUR NETWORK

GIVE YOUNG PEOPLE A SAFE EXCITING PLACE TO GO TO HAVE FUN,
BUILD THEIR SOCIAL NETWORKS AND SUPPORT THEIR PERSONAL DEVELOPMENT



77%

OF MEMBERS ARE MORE
SELF-CONFIDENT



82%

OF FREQUENT ATTENDERS
HAVE MORE FRIENDS

HELP YOUNG PEOPLE LEAD HEALTHIER, HAPPIER LIVES



1 IN 10

OF YOUNG PEOPLE
HAVE A DISABILITY OR
ADDITIONAL NEED



70%

OF MEMBERS
BELIEVE THAT THEY
ARE HEALTHIER



75%

FEEL BETTER
IN THEMSELVES



64%

OF PARENTS THOUGHT
THEIR CHILDREN HAD
BETTER MENTAL HEALTH

