

ROLE PROFILE

Head of HR and Operations Vault, Preston Youth Zone



SALARY OFFER:

£35,000 to £40,000 (dependent upon experience) with 33 days Holiday (inclusive of bank holidays)

LOCATION:

Vault Youth Zone, Preston (once open)
Flexible working/ temporary workspace while construction is ongoing

REPORTING TO:

Chief Executive Officer

CONTRACT:

Permanent full-time, 37.5 hours per week

LINE REPORTS:

Business Support Officer, Reception/Membership Coordinators, (when opened you will also manage the following) Facilities Officer, Catering Supervisor, Catering Assistants and Cleaners

BENEFITS

- Workplace pension
- Free gym access (once the Youth Zone opens)
- Access to OnSide's Talent Academy; bespoke training and mentoring

EQUITY, DIVERSITY AND INCLUSION

The strength of OnSide 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.



ABOUT VAULT YOUTH ZONE

Preston is a great city but nearly one in four young people live in poverty, with some areas seeing that number rising to one in three in recent years. It's clear that greater support is needed and barriers to leading successful, happier and aspirational lives must be broken down. Vault, Preston Youth Zone will be a vital provision that will make a huge difference to the lives of young people, and to the whole city, levelling the playing field for our young people.

Construction of Preston Youth Zone, named "Vault" by local young people, is due to be completed in the summer of 2025 and will open later that year. At Vault, we believe all young people in Preston should have the opportunity to discover their passion and their purpose, to find out what they've got and where it could take them. Our Youth Zone will be a purpose-built space fizzing with energy and crammed with incredible facilities. It will be staffed by skilled and dedicated youth workers who truly believe in young people in the city – helping them see what they can achieve, and giving them the skills, confidence and ambition to go for it.

Once open, we will deliver life-changing support seven days a week to help thousands of young people from a diverse range of backgrounds to thrive.

Watch here you see the power of youth work and the impact attending a Youth Zone has had on young people and see the support Vault will provide to young people:

 [Archie's story #ButWhenImHere](#)

 [Mala's story #ButWhenImHere](#)

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 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](#)



THE ROLE

Are you a dynamic and organised leader, ready to inspire and support a dedicated team of staff and volunteers? Energetic, yet calm and composed at a senior level? If you're excited about using your professional experience to make a difference to young people, this could be the perfect role for you!

This is an exciting opportunity to take on a senior leadership role at Vault Youth Zone, where no two days will ever be the same! We're looking for someone who can juggle multiple roles, tackle new challenges daily, and make a real impact on the lives of young people and the community.

The Head of HR and Operations role is a key position.

As part of our Senior Management team, you'll lead and manage our back-office functions, ensuring we deliver the best possible service to the thousands of young people who rely on us. We're looking for an experienced and professional operational manager with HR expertise, who is passionate about making a positive difference in young people's lives and thrives in a fast-paced, varied environment. In this role, you'll also serve as the secretariat for the Board of Trustees and oversee monthly payroll administration. This is an exciting opportunity to shape the future of our Youth Zone, our city and make a real impact!

ALL VAULT 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 Vault 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 Vault.
- Comply with all policies, procedures, and codes of conduct, with particular reference to Safeguarding, Health & Safety, and Equity, Diversity & Inclusion.

JOB DESCRIPTION
KEY RESPONSIBILITIES
RECRUITMENT AND HR MANAGEMENT
Recruitment: Ownership of the full recruitment and onboarding process, ensuring managers adhere to safer recruitment practices at all times.
HR Process: Manage/ support people-related investigations and related procedures.
Leave and absence management: Oversee employee annual leave and staff sickness absence in line with policies, with support from line managers.
Employee Records: Set up and maintain employee personnel files in line with data/HR legislation.
COMPLIANCE AND LEGISLATION
Policy Development: Review, and update policies and procedures, ensuring they are understood and observed. This will be with the support of the OnSide People team and other HR Managers within the OnSide network.
Legislation: Liaise with external sources where relevant (including HR/legal providers, Board members and OnSide) to ensure compliance with all employment and safeguarding legislation.
Health and Safety: Work alongside the Facilities Officer, Catering Supervisor, and Head of Youth Work to ensure a high standard of Health and Safety and compliance at the Youth Zone.
FINANCIAL AND SUPPORT FUNCTION MANAGEMENT
Financial Responsibilities: Oversee monthly financial information to the Finance Manager, including timely production of invoices and payroll data ie; employee working hours, annual leave, deductions etc – with the practical support from Finance Administrator and Line Managers.
Administrative Systems: Establish & maintain office administrative systems, support delivery team with reporting requirements, and train staff on system use (e.g. time and attendance and CRM systems such as Salesforce and Kronos/UKG). Support will be available from the OnSide Systems Team.
MANAGEMENT AND STAFF DEVELOPMENT
Line management: You will oversee both direct and indirect reports within the Business Admin, Catering, and Facilities departments. This responsibility will be phased in as the Youth Zone becomes operational.
Staff Development: Promote and organise staff development and training, in partnership with the wider management team.
LEADERSHIP AND NETWORKING
Executive Support: Participate in board meetings as required, as well as support the administration of board meetings where needed.
Strategic Leadership: Serve as a member of Vault's Senior Leadership Team, acting as a role model and contributing to the strategic plan.

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 transferable.

You may be just the right candidate!

SELECTION CRITERIA

EXPERIENCE

Experience of general HR functions, including HR practices, procedures and policies.

Experience of basic accounts work and/or payroll

Proven experience in senior administrative roles within a busy office environment

Experience of operational management & line management responsibility for a large, varied staff team

Experience of managing budgets

Experience of providing support at Board or Chief Executive level

Experience working with external stakeholders and partners, e.g. contracts, service agreements, commissioning

SKILLS, KNOWLEDGE AND ATTRIBUTES

The ability to manage office systems and contact databases, to set them up and to use them effectively (for example MS Systems or Salesforce) and ability to compile spreadsheets, prepare reports and scrutinise data.

Knowledge of basic finance processes

Excellent 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 in an organised way and to a consistently high standard

Ability to work on own initiative and as part of a team

Ability to motivate and train a team, ensuring best practice is followed and systems are used correctly

QUALIFICATIONS

Qualifications in a related field (e.g. HR, Business, or Finance) at Level 5 are advantageous but not essential and relevant experience will also be considered.

Where applicable, evidence of ongoing professional development (for example, Business Administration, CIPD, HR procedures, payroll, safeguarding, Health & Safety, management)

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 a requirement for occasional planned to work outside the normal 9 to 5, Monday to Friday. This will mean working flexibly across the week, to suit the needs of both the role and the individual. Before the Youth Zone opens and during its construction, there will be elements of hybrid working in place.

During the first two months as part of the induction the successful candidate will have the opportunity to visit and spend time in operational Youth Zones, this will involve travel and will involve some nights away from home. The practicalities of this can be discussed during the process.

APPLICATION PROCESS

ANONYMOUS APPLICATIONS:

We recognise as a Network that 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;

1. Email a CV and cover letter (no more than one page) to hr@onsideyouthzones.org
2. Please provide the following information:
 - Why do you want to work for us?
 - 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)
 - How you demonstrate your commitment to fairness, equity and respect.
 - Confirmation you are eligible to work in the UK (the successful candidate will be required to provide documentary evidence before a job offer confirmed).
 - Any reasonable adjustments we can make to assist you in your application or the selection process.
3. This role will be based in the Youth Zone and in accordance with our Child Protection and Safeguarding procedures, this position requires an **Enhanced DBS check**
 - 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:

12pm on Monday 27 September

FIRST STAGE INTERVIEWS:

Daytime Monday 14 October

YOUNG PEOPLE PANEL INCLUDING VIRTUAL TOUR OF A YOUTH ZONE

Evening of Thursday 17th October



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

THE **ONSIDE** NETWORK VALUES

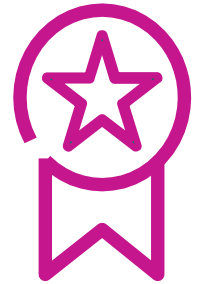


YOUNG PEOPLE FIRST

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 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.

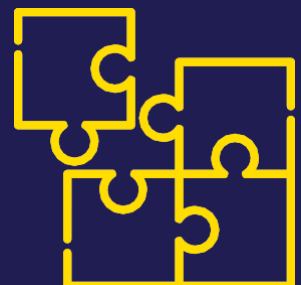
AMBITION

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

OnSide
Here for young people



OVER **55K**
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