

ROLE PROFILE

BUSINESS SUPPORT OFFICER CREWE YOUTH ZONE



SALARY OFFER:
Up to £28,000 per annum

LOCATION:
Until the Youth Zone is completed and fully operational you will be based at Warrington Youth Zone for 3 days per week with some hybrid working at 20 Dallam Lane, Warrington, WA2 7NG. Once construction is completed, you will then be based at the Crewe Youth Zone, The Dome, 5 days per week.

REPORTING TO:
Chief Executive Officer initially, then Head of Operations and People

CONTRACT:
Permanent full-time, 37.5 hours per week

BENEFITS:
33 days Holiday (inclusive of bank holidays)
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 DOME YOUTH ZONE

The Dome Youth Zone is a brand new locally run youth charity, set to provide thousands of young people with the opportunity to have fun, make new friends, try something new and feel safe.

With community centric values and located in the heart of Crewe, The Dome Youth Zone is a vibrant and dynamic charity dedicated to supporting young people aged 8 to 19 (up to 25 for those with additional needs) in Crewe. Our state-of-the-art facility, opening in 2026, will offer sports, arts, culture, and recreation activities in a safe and inspiring environment. We aim to empower young people to lead healthier, more positive, and active lives, raising aspirations and strengthening the community.

It will change the lives of thousands of young people each year - delivering social impact on an incredible scale.

The Dome Youth Zone is based on a proven model of youth service and youth work provision that is aligned to community needs and supported by cross-sector funding. The Dome Youth Zone will give young people affordable access to services designed to empower them to lead healthier, positive and more active lives, raising their own aspirations and their community.

Watch here to see the power of youth work and the impact attending a Youth Zone has on young people and see the support The Dome Youth Zone will provide to young people. As our website is still under development please take a look at OnSide's website [here](#)

[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

We're looking for an energetic, super-organised, and detail-oriented Business Support Officer to join our team. You'll be at the heart of our back-office operations, ensuring smooth administrative processes, managing finance and payroll, and supporting the reception and membership teams. Your role will be key to creating a positive and supportive environment for both staff and young people.

ALL CREWE 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 Crewe.

JOB DESCRIPTION

KEY RESPONSIBILITIES

Office Management

Oversee daily office operations, ensuring efficiency and a welcoming environment. Management of supplies and equipment. Implement and improve administrative systems. Serve as the main contact for internal and external stakeholders

Finance and Payroll

Process 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

Lead and support the reception team 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 and Systems

Support smooth operation of IT & systems and troubleshoot and report basic issues. Be trained to become our systems champion, provide and support training for the team.

Collaborative Working

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

Other responsibilities

Greeting all young people, parents, and visitors with a big smile and a friendly attitude. Creating a warm and inclusive atmosphere that makes every young person feel excited to be part of the Youth Zone.

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)
Training and Onboarding: Experience onboarding and training team members to use systems and follow standard operating procedures
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.
Tech-Savvy: Confidence using and managing IT systems to support membership and operational processes (we'll provide training).
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 and adapt to a fast-paced, dynamic environment.
QUALIFICATIONS
Relevant qualifications (e.g., HR, Business, or Finance) are advantageous but not essential. We'll also consider relevant experience and evidence of ongoing professional development (for example, Business Administration, CIPD, HR procedures, payroll, safeguarding)

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: hr@onsideyouthzones.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:
26th February at 12pm noon**

**INTERVIEWS:
5th March , daytime, at Warrington Youth Zone**



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.

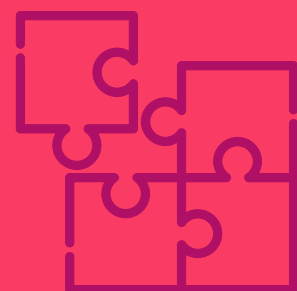


AMBITION

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



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



HELP YOUNG PEOPLE LEAD HEALTHIER, HAPPIER LIVES

