



# JOB PROFILE HEAD OF YOUTH WORK

**JOIN US  
AND HELP  
MAKE A  
DIFFERENCE!**



# **ROLE PROFILE:** **BUSINESS SUPPORT OFFICER** **THE DOME (CREWE YOUTH ZONE)**

## **SALARY OFFER:**

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

## **LOCATION:**

The Dome Youth Zone, Crewe, (flexible working while construction is underway, including time in open Youth Zones). On completion of construction the role will be based at The Dome, with some flexibility for hybrid working.

## **REPORTING TO:**

Chief Executive Officer

## **CONTRACT:**

Permanent full-time, 37.5 hours per week

## **LINE REPORTS:**

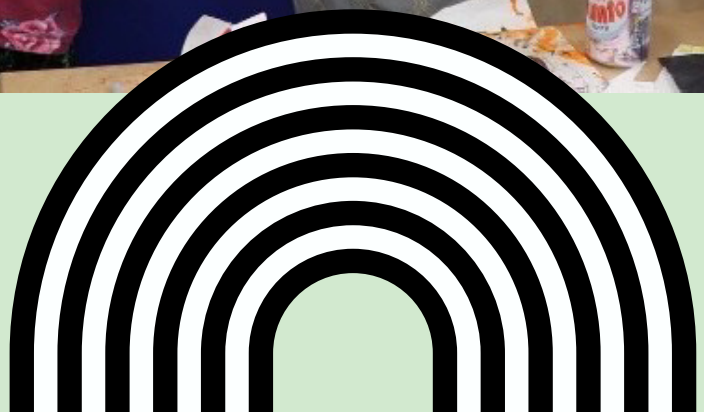
Youth Work Team Leaders and Coordinators

## **BENEFITS:**

- 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 vibrant and dynamic charity dedicated to supporting young people aged 8 to 19, and up to 25 for those with additional needs, in Crewe.

Our state-of-the-art facility including sports, arts, culture, and recreation—available every evening, weekend, and school holiday, is designed to provide a safe and inspiring environment where young people can engage in a wide range of activities, develop new skills, and build lasting friendships.

Staffed by passionate and skilled youth workers, The Dome Youth Zone offers a variety of programs and services aimed at fostering personal growth, confidence, and ambition. Join us in making a positive impact on the lives of young people in our community.

The building is due to be completed in 2026. It will change the lives of thousands of young people each year – delivering social impact on an incredible scale.

The Dome 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. Base71 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 had on 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 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 \(youtube.com\)](#)

## THE ROLE

Are you motivated, energetic, and organised with the ability to connect with both young people and staff/volunteers? If you're fun, full of energy yet know how to stay composed under pressure then this role might be just what you're looking for.

If you're passionate about helping young people unlock their potential, we want to hear from you!

The Head of Youth Work is an exciting and challenging leadership role where you will lead a team of Youth Workers and oversee the universal youth work offer. We're looking for someone creative, ambitious for young people, with a positive attitude and a hands-on approach, all while delivering top-notch results.

No two days are the same, so you'll need to be versatile, leading the creation of the new Youth Work Offer while managing both the recruitment and development of the delivery team. You'll also be responsible for the smooth implementation and operation of all core programs, including junior, senior, and holiday clubs.

You'll be a crucial part of this new Youth Zone for Crewe, welcoming up to 250 young people each session and creating a space where they can thrive.

# JOB DESCRIPTION

## KEY RESPONSIBILITIES

### STAFFING AND MANAGEMENT

**Recruitment and Development:** Recruit, retain, and develop a high-quality, motivated team of staff and volunteers. Provide coaching and support to help them achieve their full potential.

**Staff Management:** Manage the delivery team, ensure an effective staff rota is in place and address any challenges such as holidays cover planning, absence, and performance.

### THE YOUTH WORK OFFER AND PROGRAMME

**Programme Management:** Ensure an inclusive, engaging, and up-to-date youth work programme is delivered seven days a week. The programme should be safe, continuously improving, and meet the needs of young people.

**Communication:** Share programme details with the communications lead to ensure they are well-communicated to young people, keeping content current and on trend across multiple communications channels.

### EVALUATION AND REPORTING

**Feedback and Evaluation:** Commit to continuous feedback and review processes for The Dome's delivery and impact. Contribute to the OnSide network's evaluation and excellence framework, including storytelling through case studies.

**Budget Management:** Manage budgets and complete delivery reports

### YOUTH ENGAGEMENT

**Involvement and Voice:** Ensure young people's ideas are integral to planning all activities, and they have a voice within the senior leadership team.

**Attendance and KPI Achievement:** Ensure the Youth Zone is well-attended and meets key performance indicators (KPIs), such as attendance targets and outcomes for funded projects.

### SAFETY AND SAFEGUARDING

**Safe Environment:** Ensure the Youth Zone is a safe, welcoming place for young people, maintaining high standards of behavior.

**Safeguarding Leadership:** Serve on the senior safeguarding team and act as the Designated Safeguarding Lead. Integrating the Youth Zone within Local Authority safeguarding practices and strategy meetings.

**High-Standard Facilities:** Work with senior leadership and departmental leads to maintain high standards in the Youth Zone's facilities, communicating any issues to the facilities manager.

### LEADERSHIP AND NETWORKING

**Youth Advocacy:** Champion young people within the organisation, ensuring all services provide a great experience.

**Senior Networking:** Network with key partners, stakeholders, and supporters at a senior level to maintain significant support.

**Strategic Leadership:** Serve as a member of Horizon's Senior Leadership Team, acting as a role model and contributing to the strategic plan. Comply with all policies, procedures, and codes of conduct, with particular reference to Safeguarding, Health & Safety, and Equality, Diversity & Inclusion

## 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

- Proven track record leading open-access youth services creating a safe environment to deliver engaging programmes for diverse youth demographics (ages 8-19, up to 25 with additional needs/ disabilities)
- Experienced in safeguarding, ideally as a designated Safeguarding Lead, ensuring the safety and well-being of all young people with unwavering commitment and proficiency in related referral processes.
- Demonstrates strong communication skills (written & verbal), effectively engaging with all levels of internal and external stakeholders ranging from young people to board level, always ensuring clear and impactful interactions.
- Experience managing clear behavior standards and managing conflict between young people.
- Proven leadership experience; inspiring, guiding, and developing operational teams and volunteers through hands-on mentoring and support.
- Proven management experience with a solid understanding of basic HR processes related to people management, attendance, and staff performance.
- Proven track record in project management of youth programmes, including H&S requirements, staff scheduling and budgeting having the ability to prioritise deadlines to achieve impactful outcomes.

### SKILLS, KNOWLEDGE AND ATTRIBUTES

- Having a young person focused approach, being passionate about the power and impact of youth work and using it as a vehicle to empower young people to become the very best versions of themselves.
- Knowledge and understanding of the national and local issues facing young people, alongside an understanding of contextual safeguarding and the youth work process.
- A collaborative approach with the ability to engage with a variety of stakeholders to build strong relationships, creating opportunities for high quality youth work delivery.
- A commitment to the mission, aims and values of The Dome Youth Zone, a knowledge of the youth & voluntary sector in Crewe and what it has to offer to the wider community would be advantageous.
- An ongoing commitment to equity, fairness, and respect.
- A willingness to work evenings & weekends with the flexibility, motivation and commitment to meeting the needs of young people at Horizon Youth Zone, ensuring a quality youth work offer is upheld.

### QUALIFICATIONS

- Educated to degree level in a relevant subject or equivalent experience, ideally supported by a youth work qualification
- Proficient IT skills with an understanding of Office 365 and relevant support systems
- Where applicable, evidence of ongoing professional development (for example Safeguarding, Health & Safety, Management etc.)

### ALL THE DOME 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 The Dome 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 The Dome.
- Comply with all policies, procedures, and codes of conduct, with particular reference to Safeguarding, Health & Safety, and Equity, Diversity & Inclusion

## 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 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 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](mailto: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:

**Monday 10th March at 9am**

### First stage interviews:

Wednesday 19th March (daytime)

### Second stage interviews:

Thursday 27th March (afternoon and evening)

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

# THE **ON**SIDE **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.

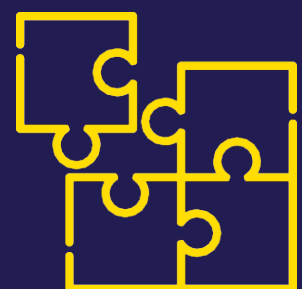
## **AMBITION**

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