



JOB PROFILE HEAD OF OPERATIONS & PEOPLE

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



ROLE PROFILE:

HEAD OF OPERATIONS & PEOPLE 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:

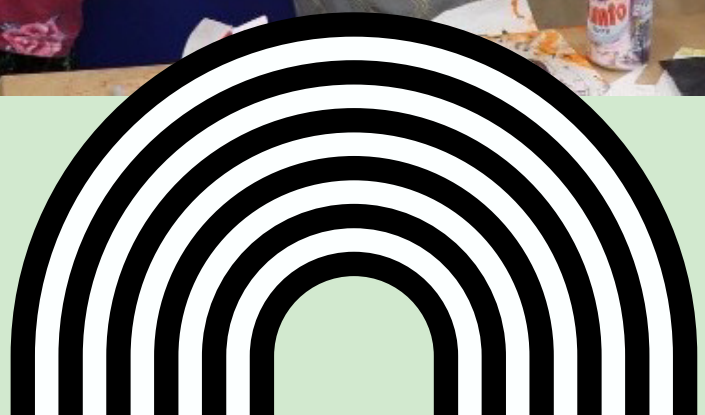
Business Support Officer, Reception/ Membership Coordinators, (when opened you will also manage the following: Facilities Officer, Catering Supervisor, Catering Assistants and Cleaners)

BENEFITS:

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

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 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 The Dome, where no two days are ever 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 Operations & People role is a key position at The Dome Youth Zone. 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 experience, 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 and make a real impact!

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 i.e; 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 The Dome'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)

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
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: 9am on Friday 28th February

FIRST STAGE INTERVIEWS:

Daytime 11th /12th March

SECOND STAGE INTERVIEWS:

Afternoon and evening 20th March

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

THE **ON**SIDE NETWORK **VAL**UES



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.

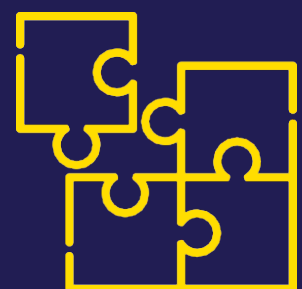
AMBITION

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