

ROLE PROFILE

BUSINESS SUPPORT OFFICER HORIZON YOUTH ZONE



SALARY OFFER:

£25,000 - £27,000

LOCATION:

Horizon Youth Zone, Grimsby (flexible working while construction is underway)

REPORTING TO:

Head of HR & Operations

CONTRACT:

Permanent, Full-time, 37.5 hours per week.

BENEFITS:

- Workplace pension.
- Free gym access (once the Youth Zone opens).
- Access to OnSide's Talent Academy; bespoke training and mentoring.
- Access to the employee assistance programme (once the Youth Zone opens).
- Birthday holiday leave.

OUR COMMITMENT EQUITY, DIVERSITY AND INCLUSION

As an equal opportunities employer, we welcome applications from under-represented groups; in particular from Black, Asian, Mixed Race and other ethnically diverse individuals, people with disabilities, and members of the 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 HORIZON YOUTH ZONE

Grimsby Youth Zone, named “Horizon” by local young people 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 Grimsby, it will be an inspiring place for young people aged 8 – 19, and up to 25 for those with additional needs, to enjoy their leisure. The building is due to be completed in 2025.

It will change the lives of thousands of young people each year – delivering social impact on an incredible scale. State-of-the-art facilities will offer over 20 activities— including sports, arts, culture, and recreation—available every evening, weekend, and school holiday, showcasing our commitment to providing the best for young people.

Horizon 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. Horizon 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 you see the power of Youth Work and the impact attending a Youth Zone has had on young people and see the support Horizon will provide to young people.

[Archie's story #ButWhenImHere](#)

[Mala's story #ButWhenImHere](#)

<https://www.horizonyouthzone.org/whats-on/>

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](#)

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

THE ROLE

Are you looking for a role where you can make a real impact behind the scenes? 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 supporting the First Impressions Team in creating a welcoming environment for staff, members, and young people.

If you're a problem-solver who thrives in a fast-paced setting, loves organisation, and wants to grow your skills while making a difference, we'd love to hear from you!

You'll be a crucial part of Horizon Youth Zone, welcoming up to 250 young people each session, creating a space for them to thrive.

ALL HORIZON 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 actions.
- Work within the performance framework of the charity and live the values of Horizon Youth Zone and the OnSide Network. You will be expected to contribute 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, and assist with any promotional activities and visits that take place.

JOB DESCRIPTION
KEY RESPONSIBILITIES
OFFICE MANAGEMENT
Oversee day-to-day office operations, including ordering supplies, and ensuring smooth administrative processes.
HR Support: Assist in recruitment, HR administration, learning & development, staff onboarding, and maintaining HR records and compliance.
Data & Systems Management: Maintain and update key systems (Salesforce, Kronos, and others), ensuring data accuracy, compliance, and analysis for decision-making.
GDPR & Compliance: Support GDPR compliance, audits, and reporting while ensuring company-wide adherence to data protection policies.
Room & Resource Bookings: Manage booking systems for rooms, meetings, transport, and other resources.
FINANCE AND PAYROLL
Finance Support: Assist with cash handling, purchase orders, invoicing, and approvals in collaboration with the Head of HR & Operations
Payroll duties: Support with payroll, ensuring timely payments. Accurate records and resolve related queries.
Audit Support: Provide assistance with audits as required, ensuring the accurate preparation and submission of relevant information in line with organisational and regulatory requirements.
RECEPTION AND MEMBERSHIP
Reception & Enquiries: Manage phone, email, and in-person enquiries, ensuring a professional and welcoming environment for all visitors. Support the reception team as needed.
Membership Management: Support membership registrations, ensuring accurate data entry and record-keeping.
Database Accuracy & Compliance: Maintain database accuracy while ensuring GDPR compliance.
Customer Support: Assist young people and parents with membership queries, providing clear and helpful guidance.
IT & COMMUNICATIONS SUPPORT
IT Support: Ensure smooth operations of IT & systems, troubleshooting and reporting basic issues.
Data & Systems Management: Maintain and manage key systems (Salesforce, Kronos, and others), ensuring data accuracy, compliance, and analysis for decision-making.
Systems Champion: Be trained to become our systems champion, provide and support training for the team
SAFEGUARDING
Policies: Comply with all policies and procedures, with particular reference to safeguarding, codes of conduct, health and safety and equality and diversity. Ensuring that this is reflected in all aspects the role.
Safeguarding: 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 Safeguarding leads following the appropriate 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
Customer service experience in a fast-paced environment or charity setting
Strong organisational skills with the ability to multitask, manage schedules, and keep office operations running smoothly.
Familiarity with basic finance processes, including accounts and budgeting.
Hands-on experience using HR functions, including onboarding and training staff on systems and standard operating procedures, contributing to the smooth and efficient running of the Youth Zone. (advantageous)
SKILLS, KNOWLEDGE AND ATTRIBUTES
The ability to use and maintain office systems and contact databases (for example MS Systems or Salesforce)
Having a proactive approach to supporting staff with IT systems and processes, identifying areas for improvement
A warm, welcoming personality that makes everyone feel at home with excellent communication skills, both face-to-face and over the phone or email.
A collaborative approach, with the ability to work closely with different teams at different levels.
Thrives in a fast-paced, dynamic environment, with an eye for detail and stays calm under pressure.
Ability to work on own initiative and as part of a team maintaining a proactive approach and can-do attitude
A Passion for Young People: A genuine enthusiasm for working in a youth environment
SPECIAL REQUIREMENTS
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 a requirement to work outside the normal 9 to 5, Monday to Friday, working week, including frequent evenings and weekends. 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@horizonyouthzone.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:

18th April 2025

FIRST STAGE INTERVIEWS:

29th April 2025

SECOND STAGE INTERVIEWS:

6th May 2025

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.

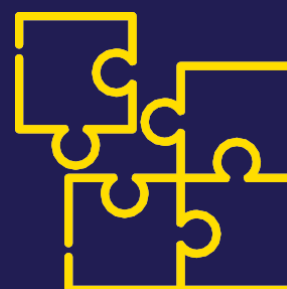
AMBITION

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