



Job Title:	Evening Receptionist (Youth Club)
Salary:	£12.21 - £12.84 per hour
Location:	BLGC sites
Reports to:	Play Youth and Inclusion Manager
Contract:	Permanent
Hours:	Evenings between 3:45-9:20pm and Weekends

The Charity

Bolton Lads and Girls Club (BLGC) is a community-based charity driven by a mission to ensure that every child and young person in Bolton has 'the best possible start in life, so that they have every chance to achieve their aspirations, succeed and be happy' (Bolton Vision 2030). BLGC provides innovative and accessible services, to enable children and young people to do what they want, where they want, in an inclusive and integrated environment.

We support children and young people and families, especially those from disadvantaged backgrounds, to live happier, healthier and safer lives. Each year we support around 4,500 individuals through our services across Bolton and the surrounding area, and through our outreach in schools and community settings.

Our offer includes: A Universal Youth Provision providing diverse youth club activities, sports, multi-media, social interaction and arts; a Targeted Youth Service providing critical support to some of our most vulnerable children and young people and families in the community and a Football facility that provides fundamental football skills and emphasises the importance of inclusivity and teamwork.



In 2024 BLGC became a certified Great Place to Work

Our Vision and Mission

BLGC Enriching Young Lives

Infinity 18 Spa Road Bolton BL1 4AG

01204 540100 | info@blgc.co.uk | blgc.co.uk

Registered Charity No: 1051292



Part of the
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Network





Vision

Every young person in Bolton has the opportunity to be the best they can be.

Mission

We will provide great places to go, positive things to do, and people that care.

Our Key Principles

- Keep things simple.
- Always do the right thing.
- Offer excellent customer service.
- Provide an environment for people to be the best they can be.
- Be exceptional in the moments that matter.

Our Values

Driven

We don't give up and we do whatever it takes.

Caring

Genuine people who care make the difference.

Empowering

We enable people to be the best they can be.

Excellence

We aim to deliver the highest standards of service and continuously improve through robust quality assurance and innovation.

Fun

If you enjoy what you do, you do it better! Work is serious and we do it with a smile on our face.

About the role

You will enjoy working with children and young people and about providing a safe environment. You will be the first face customers see as they walk into our building and the last when they leave and offer excellent customer service.

Good multi-tasking skills and excellent communication are vital for this role. You will need to bring energy and enthusiasm and enjoy working in a busy, fast-paced and noisy environment. You will need to have basic ICT skills and an aptitude to learning systems and procedures.

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Duties and Responsibilities

- Provide a welcome reception to children, young people and adults.
- Be responsible for signing children, young people and adults into the building.
- Checking membership details and any supporting documentation on databases.
- Being vigilant at all times on who is entering the building and keeping everyone safe.
- Gatekeeping the area and manning the facilities in the reception area.
- Answer the telephone and be the first point of contact for many children, young people, parents, professionals and volunteers. Ensuring concise messages are taken and passed on promptly.
- To respond to queries and offer support, advice and assistance to groups and individuals involved and associated with BLGC.
- Following procedures and protocols in place for the safe and smooth running of reception.
- To undertake core administrative duties including processing paperwork, logging data and maintaining accurate database systems.
- Promote a calm and warm environment.
- Encourage positive behaviour and challenge concerning behaviour.
- Promote and safeguard the welfare of children and young people at all times.
- Promote a positive image of BLGC and be a role model through your work with young people.
- Report any behaviour, conversations or comments which are inappropriate within a setting for children and young people.
- Participate in continued professional development.
- Understand and adhere to BLGC policies and procedures at all times with particular emphasis on equal opportunities, health and safety and safeguarding.
- To undertake any other work requested by your line manager.

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Person Specification

Selection Criteria	Essential	Desirable	Method of Assessment
A=Application / I=Interview	✓	✓	✓
Qualifications			
First Aid Certificate		✓	A
Experience			
Some experience of working with children and young people	✓		A
Able to engage and build positive relationships with young people.		✓	A/I
Able to work independently and as a team	✓		A/I
Experience of using databases, online calendars and emails	✓		A/I
Able to learn on the job and take direction from others	✓		I
Experience in administration, front of house or customer service		✓	A
Knowledge and Skills			
Able to work under pressure in a busy environment	✓		A/I
Knowledge of data systems, such as Salesforce and Microsoft Suite		✓	A/I
Demonstrable knowledge of Health and Safety and assessing risk		✓	A/I
Knowledge of Safeguarding	✓		A/I
Confident communicator with a range of audiences	✓		I
Able to organise and multi-task	✓		A/I
Personal Qualities			
Positive, calm and compassionate	✓		I
Emotionally resilient	✓		I
Flexible approach to working evenings and weekends	✓		I
A team player	✓		I

In addition, we will need the following:

- Confirmation you are eligible to work in the UK (the successful candidate will be required to provide documentary evidence before a job offer is confirmed).
- Any reasonable adjustments we can make to assist you in your application for the selection process.
- In accordance with our Child Protection and Safeguarding procedures, this position requires an Enhanced DBS.



Why join Team BLGC?

BLGC is a great place to work, we work hard, but we have fun! We change and save the lives of thousands upon thousands of children, young people and families. In addition, we also offer the following:

- Flexible working opportunities
- Generous leave benefits
- Contributory pension scheme
- On site gym
- Birthday leave
- Enhanced Compassionate Leave
- Enhanced Maternity Pay

In 2024 Great Place To Work® recognised Bolton Lads and Girls Club on the following Best Workplaces Lists.



Company Culture at Bolton Lads and Girls Club

The employee experience below at Bolton Lads and Girls Club, compared to a typical company.



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