



**Job Title:** Youth Club Evening Receptionist

**Salary:** £12.71 - £13.36 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; a Football facility that provides fundamental football skills and emphasises the importance of inclusivity and teamwork; an Education provision providing an alternative curriculum for children and young people who benefit from creative and practical approaches to learning in a supportive and nurturing environment.



In 2024 BLGC became a certified Great Place to Work

**BLGC Enriching Young Lives**

Infinity 18 Spa Road Bolton BL1 4AG

01204 540100 | [info@blgc.co.uk](mailto:info@blgc.co.uk) | [blgc.co.uk](http://blgc.co.uk)

Registered Charity No: 1051292



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## Our Vision and Mission

### 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.

### Empowering

We enable people to be the best they can be.

### Fun

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

### Caring

Genuine people who care make the difference.

### Excellence

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

## About the role

You will be passionate about children and young people and about providing a safe environment for them. You will be the first face they see as they walk into our building and the last when they leave. You will have a strong belief that young people are able to thrive through developing relationships with people who really care about them.

You will bring energy and enthusiasm to working directly with children and young people. You will need to enjoy working in a busy, fast-paced environment and take guidance from more experienced members of the team.

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## Duties and Responsibilities

- Engage young people and establish positive relationships.
- Promote a nurturing environment in which young people can develop.
- Work flexibly to ensure the needs of young people are met, including children and young people who come from disadvantaged backgrounds and those with disabilities or additional needs.
- Encourage positive behaviour and challenge concerning behaviour.
- Answer the telephone and be the first point on 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 the club.
- To undertake core administrative duties including processing paperwork, statistics, logging data and maintaining accurate database systems.
- 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.
- Ensure any volunteer that you encounter is made to feel an integral part of the BLGC Family.
- 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 A=Application / I=Interview	Essential ✓	Desirable ✓	Method of Assessment ✓
<b>Qualifications</b>			
First Aid Certificate		✓	A
<b>Experience</b>			
Some experience of working with 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
Able to adapt and change working styles based on young people's wants and needs	✓		A/I
Able to learn on the job and take direction from others	✓		I
Experience in administration or front of house		✓	A/I
<b>Knowledge and Skills</b>			
Understanding of issues that impact young people's lives	✓		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
<b>Personal Qualities</b>			
Creative, positive and enthusiastic	✓		I
Good organization	✓		I
Confident communicator	✓		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.

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## 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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