



SESSIONAL RECEPTIONIST

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



ROLE PROFILE:

SESSIONAL RECEPTIONIST

SALARY OFFER: £12.71 per hour

LOCATION: The Dome Youth Zone, Oak Street, Crewe. Training may include visits to other operational Youth Zones.

REPORTING TO: Lead Receptionist

CONTRACT: Permanent, part-time and full-time applicants considered

BENEFITS:

- 33 Days holiday (inclusive of bank holidays) FTE.
- Workplace pension
- Access to our Employee Assistance Programme.
- Free meals on duty (once The Dome opens).
- Free gym access (once The Dome opens).
- Access to OnSide's Talent Academy; bespoke training and mentoring.

THE ROLE

Are you ready to take charge of an incredible, brand-new space designed to inspire young people? Our fantastic Youth Zone is set to open in Winter 2026 and we need passionate and reliable key members to join The Dome Youth Zone team.

You will combine frontline youth work with reception and administrative responsibilities. A friendly nature and 'can-do' attitude is paramount as you will be the first point of contact for young people, parents, visitors, partners and stakeholders while supporting the youth work team to deliver an engaging, inclusive and safe youth programme.

The role supports the smooth operation of the Youth Zone and contributes to creating a welcoming environment where young people can thrive.

No two days will be the same in a youth zone! If you're hands-on, solution-focused and excited about shaping a dynamic environment for young people, we want to hear from you!

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.

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 work.
- Work within the performance framework of the charity and live the values and behaviours of The Dome Youth Zone and 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 young people, internal colleagues, external partners and assist with any promotional activities and visits that take place at The Dome.

JOB DESCRIPTION

KEY RESPONSIBILITIES

RECEPTION & CUSTOMER SERVICE

- Act as the first point of contact for members, parents, visitors, volunteers and external partners.
- Welcome new members and support registration and membership administration.
- Handle telephone, email and in-person enquiries professionally.
- Process attendance records, bookings and membership information.
- Manage meeting room bookings and reception-based administration.
- Cash handling and basic financial administration.
- Maintain accurate records and databases using systems

YOUTH WORK & PROGRAMME DELIVERY

- Build positive relationships with young people aged 8–19 (up to 25 with additional needs).
- Support the youth work team to deliver inclusive activities across all areas of the youth zone.
- Encourage participation, motivation, confidence and personal development.
- Promote positive behaviour.
- Support volunteers and colleagues.
- Create a welcoming, enjoyable and youth-centred environment.

SAFEGUARDING

- Maintain a safe environment for all young people, visitors and staff.
- Monitor and support the safe arrival and departure of members.
- Remain vigilant to safeguarding concerns and report appropriately through established procedures.
- Follow all safeguarding, health and safety, equality, diversity and inclusion policies.
- Promote a culture of respect, fairness and belonging.

ADMINISTRATION & OPERATIONS

- Support the Business Support and Youth Work teams with administrative tasks.
- Contribute to continuous improvement.
- Maintain a clean, safe and organised reception area.
- Assist with promotional events, visitors, tours and stakeholder engagement activities

PERSON SPECIFICATION

Applicants will be expected to demonstrate the experience, skills, knowledge and aptitudes listed 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. The Dome and the Onside 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

ESSENTIAL SKILLS & EXPERIENCE

- Excellent communication and interpersonal skills.
- Strong customer service and relationship-building skills.
- Ability to engage and motivate young people.
- Experience in administration, reception, customer service or community-based settings.
- Strong organisational skills and attention to detail.
- Ability to engage calmly and consistently.
- Competent IT skills, including Microsoft Office 365.
- Ability to work independently and as part of a team.
- Commitment to safeguarding, inclusion and equality.

DESIRABLE

- Experience working with young people in paid or voluntary roles.
- Youth work, safeguarding, first aid or business administration qualifications.
- Experience of working in a customer facing role.
- Experience processing cash transactions.

PERSONAL QUALITIES

- Positive role model with a "can-do" attitude.
- Friendly, approachable and professional.
- Adaptable and able to thrive in a fast-paced environment.
- Passionate about supporting young people.
- Reliable, resilient and proactive.
- Committed to The Dome Youth Zone's values of putting young people first while working collaboratively as a team.

SPECIAL REQUIREMENTS

- Willingness to work evenings, weekends, bank holidays and special events.
- Enhanced DBS clearance.
- Commitment to continuous professional development.
- Commitment to safeguarding children and young people.

This role would suit someone who enjoys both engaging directly with young people and managing the operational "front door" of a busy youth centre.

GENERAL INFORMATION

We are recruiting for all the available shifts. You will have the opportunity to tell us your availability during the recruitment process. Some flexibility will be required including frequent evenings and weekends. This will mean working flexibly across the week, to suit the needs of both the role and the individual.

During the first months as part of the induction training on all elements will be provided for the successful candidates

For Information on how The Dome Youth Zone processes your data, please read [Here](#).

EMPLOYEE BENEFITS



HEALTH & WELLBEING

- **FREE ONSITE GYM**
Stronger body. Clearer mind. Better day.
- **ACCESS TO OUR EMPLOYEE ASSISTANCE PROGRAMME**
- **FREE HOT MEAL FOR STAFF & VOLUNTEERS**
We make sure everyone is fuelled for the day. Enjoy a freshly prepared hot meal during your shift – on us. Because good work starts with feeling looked after.

GROWTH & OPPORTUNITY

LEARNING & DEVELOPMENT OPPORTUNITIES

Grow your skills. Shape your future. We invest in every member of our team with access to ongoing training, workshops and development pathways. Build confidence, strengthen your practice and take the next step in your career.



TIME THAT MATTERS

ANNUAL LEAVE & FLEXIBILITY THAT WORKS FOR YOU

Flexible working options to support balance and wellbeing.

We value your time, your life outside work and the things that matter most.

IMPORTANT PERKS

BENEFITS THAT BACK YOU

- **BRANDED WORKWEAR** so you're part of the team from day one
 - **ENHANCED MATERNITY & PATERNITY PAY**
 - **COMPANY SICK PAY** when you need it
 - **WORK PLACE PENSION** to support your future
 - **EXCLUSIVE DISCOUNTS** just for our staff
- Because great youth work starts with a supported, valued team.



BEHAVIOUR:
THE WAY IN WHICH
ONE ACTS OR
CONDUCTS ONESELF,
ESPECIALLY
TOWARDS OTHERS

**ALWAYS
DO WHAT'S
RIGHT
FOR YOUNG
PEOPLE**

We put young people at the heart
of everything we do – every
decision, every action,
every day.

**BE BRAVE
BE BOLD
BE AMBITIOUS**

We take smart risks, try new things,
and learn from mistakes – because
ambition and growth come from
courage.

**LIFT
EACH
OTHER UP
KEEP EACH
OTHER
SAFE**

We look out for one another
– young people and team
members alike – building trust,
safety, and support so everyone
can thrive.

**LISTEN
DEEPLY
ACT
RESPECTFULLY**

We respect every voice
– especially young people's
– and act on what we
hear with integrity
and care.

**BE
AUTHENTIC
BE
AWESOME
GO
BEYOND**

We show up with authenticity
and positivity, celebrate individuality,
and strive to bring our best selves
every day.



APPLICATION PROCESS

To apply:

1. **Email a CV and Cover Letter (no more than one page) to Recruitment@TheDomeYouthZone.org**
2. **Your Cover Letter should 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 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 is 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 Dome Youth Zone, Crewe, and in accordance with our Child Protection and Safeguarding procedures, this position requires an Enhanced DBS Check.**
 - Do you have any unspent conditional cautions other than 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 (Amendment) (England and Wales) Order 2020?

RECRUITMENT PROCESS

- For successful applicants, the first stage of the process will be to attend an interview at The Dome temporary offices in Crewe on TBC

KEY DATES

Closing date for applications: 19th August 2026

Interview date: TBC



ABOUT THE DOME YOUTH ZONE

Crewe Youth Zone, named "The Dome" 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 Crewe, 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 2026. 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.

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. The Dome 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 The Dome will provide to young people.

[Archie's story #ButWhenImHere](#)

[Mala's Story #ButWhenImHere](#)

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.

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.

