

Role Profile

Post: Babyzone Operations & Customer Services Officer - Croydon

Salary: £10.85 per hour

Contract: 08:00 – 15:00 Thursdays in Term Time

Reporting to: Head of Babyzone - Croydon

Role purpose:

The Babyzone Operations Officer is the 'Youth Zone' face of the Babyzone for our families and is responsible for ensuring that the set up and operations of the Babyzone run smoothly throughout the day. All the classes are delivered by a trained team of professionals who set up and run their own classrooms on the day. The Babyzone Operations Officer will need to work to ensure the high quality delivery of Babyzone, which provides a fun, supportive, safe and inclusive place which attracts and retains families to spend time with their babies and toddlers, chatting, singing, reading and playing.

Context of the post:

Babyzone is a new programme at Legacy Youth Zone in Croydon, to support families of younger children (0-4) during school hours, it is a universal offer, but we target families who would not otherwise access support. We open from 09.30-14.30 every Thursday. We offer a warm, safe and inviting space for parents and carers to bring their babies and toddlers – with two facilitated exploratory, free play areas (toddlers and babies separate) that change every week to focus on different skills. We run a rolling programme of evidence-based classes for babies and parents including Baby Sensory, Toddler Sense, Mini Professors, Book Babies, Reading Fairy and Parent First Aid. Each class runs approximately 5-6 times every session with 10-20 attendees per class. There is no charge for any element, no schedule, no need to sign up or sign in and everyone is welcome. We are able to support children with any particular physical or developmental needs. Our model has temporarily changed to reflect covid requirements, but we are committed to ensuring our core offer to families in terms of their experience remains excellent.

Duties and Responsibilities

Set up & operations

- Preparing the youth zone space for the sessions to run, this includes moving furniture between/out of different rooms and adjusting the lay out of the youth zone to work better for the younger age group. (*where the role is undertaken by an existing youth worker, it is possible for some of this to be done the night before after the end of the evening session and 'on the day' working hours to adjust accordingly*)

- Ensuring the external class leads can access the buildings/classrooms they need and to access the external storage container including any liaison required with Legacy facilities management.
- Supporting the external class leads to bring in all of the equipment from the storage container or their own vans that is required to deliver the Babyzone each week
- Supporting the external class leads to set up the exploratory play zones in the recreation areas of the youth zone (or equivalent Covid friendly set up)
- Setting up the feed to the projector screen for the house rules /welcome slide
- Setting up additional elements such as water jugs, book corner and ensuring easy access to pram parking and the changing toilet.

Front of house

- Ensuring a warm, barrierless welcome for all families as they arrive at the Youth Zone
- Personally welcoming each family to the youth zone, explaining how Babyzone works and outlining any important information – our goal is to create a warm, welcoming, supportive experience for parents.
- Capturing family numbers entering on the tally counter.
- Capturing basic postcode data into a tablet as families depart the Youth Zone (during covid this will include track and trace data)
- Acting as a floating resource in the recreation area of the youth zone to ensure all families are having a positive experience and identify any potential improvements.
- Acting as a point of contact and problem solver for any issues during the day that are raised by families or class leaders to ensure the smooth running of the Babyzone.
- Welcoming external stakeholders for tours of the Babyzone (when the programme manager is unavailable)

Close down

- Supporting the class leads to pack up all equipment used for exploratory play and classes back into the container
- Returning the youth zone back to normal set up in time for the afternoon session to commence – our goal is that the youth zone should not know we were there.
- Checking all the rooms to ensure there is no evidence of Babyzone activities
- Brief status report to programme manager on attendee numbers and any observations/issues.

Additional

- Depending on numbers there may be 1 or 2 additional volunteers, apprentices or members of support staff to help man the front door / rotate around the exploratory play areas providing assistance to families. In this case the Babyzone Operations & Customer Services Officer may be required to support/guide those additional individuals in ensuring the above activities are undertaken.

- There may, particularly during covid, be additional tasks or support needed in line with the above scope so there may be a need to respond to ad hoc or changing needs as specified by the programme manager.

About you

- Energetic, proactive, 'can do attitude'
- Commitment to excellent customer service
- Comfortable with physical demands of moving furniture around and up for the challenge of a quick set up and close down process.
- Gift of the gab – able to talk confidently to an anxious new mum or a senior local councillor and 'sell' the Babyzone concept to them
- Punctual and responsible – open to being responsible for being on time, ensuring everyone has what they need, and not leaving until you are confident the youth zone is back to where it should be.

What we offer

- London Living wage
- Training and development opportunities
- Safeguarding training
- DBS check
- Company events
- Gym membership
- Sick pay
- Wellness programmes

Person Specification

Person Specification Selection Criteria* A = Application Form, I = Interview, T = Assessment	Essential or Desirable	Method of Assessment
Experience		
Substantial experience of working in the early years/charity sector at a national/pan-regional level	Essential	A & I
Substantial experience of building partnerships and stakeholder relationships	Essential	A & I
Experience of working in an agile and flexible way responding to the different needs of a growing or changing organisation	Desirable	A, I, T
Experience of working within a team and prioritising work	Essential	A & I
Experience of high quality customer service delivery	Essential	A, I & T
A track record of working with external funders	Desirable	A & I
Educational / Vocational Qualifications		

GCSE or equivalent literacy and numeracy	Desirable	A
Skills		
Excellent communication skills, both verbal and written, relationship building, negotiation and interpersonal skills	Essential	A, I & T
Ability to relate to people and families from all backgrounds	Essential	A & I
Ability to both lead a team and work as a team member	Desirable	A & I
Self-motivated and able to work to multiple deadlines, remaining calm under pressure	Essential	A & I
Strong organisational skills, with structured approach, ability to be flexible and responsive with a focus on results	Essential	A & I
Ability to be non-judgemental and open-minded	Essential	A & I
Ability to care about and be sensitive to individuals and the community	Essential	A & I
Is able to be flexible to meet the needs of families	Essential	A & I

The strength of the OnSide Network of Youth Zones is the diversity of its people, we place huge value on different people doing things in different ways and we welcome applications from what might be considered none traditional backgrounds. The one thing we all have in common is our desire to raise the aspirations of young people across the country. Legacy Youth Zone is also committed to the safeguarding of young people. This post is subject to an enhanced DBS check.

For information regarding how OnSide youth Zones processes your data, please click here: <https://www.onsideyouthzones.org/applicant-privacy/>

OnSide Youth Zones Values

As a Youth Zone community our values provide us with cohesion as a group. We celebrate our differences; however these values help ensure our actions, behaviour and motivations as colleagues and volunteers reflect our shared vision.

1. Serving Young People

- Focus on serving young people
- Continuous improvement in the service we offer
- Building relationships

We are dedicated to the development of young people and shall always strive to provide them with an environment and activities that will best inspire and develop them; that can deliver the 'wow' factor and leave a lasting impression. We shall work to high standards and go the extra mile to build strong, positive relationships with young people. We welcome all young people as they are, and support them to make good decisions, ensuring their changing needs remain at the heart of our services.

2. Can-Do Approach

- Getting results
- Motivating others
- Determination

We shall deliver exceptional results through our passion and energy, pushing the bar higher. We will encourage ourselves and others to take on new challenges, whilst offering support and seeking advice at times, with a real pride in what we do. We must be resilient and determined to achieve our goals. We all understand that sometimes we will not get there but often we will achieve spectacular success.

3. Teamwork

- Openness
- Supporting others
- Valuing and respecting others

In our network every job and volunteer role is important. We value each person and his or her job as much as we value our own. We recognise the efforts of others, whether seen or unseen. We strive to be a team of high quality coaches; sharing our experience and best practice across the network and in turn benefiting from the experience of others.

We should encourage different views to our own, and support colleagues in their decisions irrespective of their outcome. We should be able to challenge colleagues openly, speaking up on controversial issues without fear. Therefore, our relationships will develop with each other based on trust, respect and dignity.

4. Doing it Right

- Acting with integrity
- Constant personal improvement
- Developing others

We are passionate about doing it right and are happy to seek specialist help when needed. We will train and be trained. We encourage learning and development and will achieve ever-increasing personal competence resulting in a culture of constant improvement and professionalism.

5. Innovation Friendly

- Innovative environment
- Individual creativity

We want to provide an environment that generates innovative ideas and solutions; we are trailblazers. We wish to encourage employees, volunteers and young people