



JOB TITLE Reception & Operations Support Co-ordinator

DATE 1 December 2024

REPORTS TO Youth Hub Manager

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## POSITION DESCRIPTION

**Position purpose** To support the day-to-day operations of Youth Hub Christchurch.

- Main tasks**
- Support Youth Hub tenants, members' guests, youth, and residents.
  - Maintain the physical environment of the space (e.g. watering plants, ensuring all amenities such as bathrooms and kitchens are clean and well stocked).
  - Assist to ensure the health and safety of people in the Hub.
  - Maintain key issue, register and security system.
  - Maintain and monitor meeting room bookings through Nexodus booking platform.
  - Assist the Communications contractor with the Youth Hub's communications including helping with management of content for social media), website, e-newsletter and other forms of promotion.

The Youth Hub is a 24/7 facility, and as such this position is expected to be available outside of 'normal' working hours from time to time or in the event of incident or emergency.

## General Duties

### Reception and General Administration:

- Be a welcoming point of contact for youth service provider tenants, youth, visitors, staff, contractors, and residents.
- Provide information and act as a link for youth organisations.
- Respond to compliments, complaints and queries from neighbours, general public and others in person, via phone and via email, redirecting to the Housing Manager and/or Youth Hub Manager as appropriate.
- Maintain SharePoint files for the Youth Hub Trust.
- Assist the Chair of the Trust, Bookkeeper, Treasurer, Volunteers, Fundraising and Communications team members and general financial support as required by the Manager.
- Provide clerical support to the Manager and trustees as required by the Manager.
- Maintain the record of bookings, attendees to and number of events ensuring the Hub remains compliant with its Resource Consent.

### Communication:

- Emails - respond or forward as appropriate.
- Phone calls - respond or forward as appropriate.
- Social media, website and e-newsletter – support the Communications contractor to maintain the Youth Hub's communications channels
- General Media – forward to Communications contractor and Chair of the Youth Hub Trust to respond.

**Facility maintenance coordination:**

- Work with the Housing and Youth Hub Manager to ensure maintenance is carried out as required by the property plan and coordinating access for contractors.
- During the defect liability period liaise with the Naylor Love project manager to coordinate access for rectification of defects.
- Work with the manager to ensure the building is well maintained.

**Security, Evacuation and Access:**

- Ensure consistent use of the visitor sign in system.
- Issue, record, and retrieve security access cards and keys in line with agreed policies.
- Monitor car parks to ensure use is in line with the Operational Management Plan.
- Monitor security of public spaces and respond as appropriate.

**Management of shared spaces:**

- Maintain and ensure the effectiveness of Nexodus booking platform for shared and community spaces.
- Manage community spaces and facilities, including booking additional cleaning and security services as required.
- Monitor bookings of shared and community spaces to ensure use is in line with the purpose and values of the Youth Hub and Resource Consent requirements.
- Assist users of meeting rooms to set up meeting furniture and equipment.
- Open and/or close the activities courtyard in line with hours in the Operational Management Plan.
- Undertake limited urgent cleaning as required.

**Health and Safety:**

- Coordinate health and safety meetings.
- Provide health and safety inductions and orientation to new users.
- Record all fire response/evacuation training and provide records to the Fire Service as required by the Fire and Evacuation Plan.

**General**

- Assist subtenants to be self-sufficient and to be able to access shared resources.
- Fulfil other reasonable duties as required by management as requested/required.

**Required qualities**

- Professional approach.
- Ability to work to specific deadlines.
- Organisational and time management skills.
- Excellent attention to detail.
- Willingness to work outside of standard working hours.

**Desired competencies**

- Analytical thinking.
- Initiative.
- Business and community awareness.
- Strategic thinking.
- Positive approach to change.

**Person Specification****Qualifications**

- Hold a current first aid certificate or willingness to gain one.
- Knowledge of and/or willingness to undertaking training in Positive Youth Development Aotearoa.

**Experience**

- A similar customer facing role, and a range of knowledge and experiences would be advantageous.
- Able to use the core MS Office products Word, Excel and PowerPoint (Essential)
- Experience with Xero (Desirable)
- Experience with booking systems including Nexodus (Desirable)
- Experience with Gallagher Access Control (Desirable)
- Experience with social media (Facebook, Instagram, LinkedIn, TikTok), website (Wix) and e-newsletter (WordPress) and other communications products (e.g, Canva) (Desirable)

**Skills competencies**

- Customer service focused: committed to providing exceptional customer service across all channels – written, phone, social media, and face to face.
- Cultural Safety : knowledge of Te Reo Māori (desirable) and ability to warmly engage with others with Manaaki Tanga, for all cultural groups.
- Communication: the ability to communicate clearly and concisely, varying communication style depending on the audience.
- Attention to detail: excellent attention to detail and written skills when communicating with others, both internally and externally.
- Teamwork: willingness to assist and support others as required and get on with the team and Hub users.
- Time management/organisation: accomplish objectives effectively, carry out administrative duties within an efficient and timely manner.

**Personal attributes**

- Willingness to learn.
- Professional approach (essential).
- Confident manner (essential).
- Positive approach to change (essential).

This job description serves to illustrate the scope and responsibilities of the position and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the Youth Hub.

**ACKNOWLEDGEMENT**

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I certify that I have read, understood, and accept the duties, responsibilities, and obligations of my position.

SIGNED

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Employee

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Date..

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Manager

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Date