



Youth & Community



The BE Network

Job title: Volunteer Front of House Administration Assistant

Responsible to: Hospitality & Events Co-ordinator and Facilities Manager

Hours of work: Weekdays shifts (to be confirmed), 9am – 12pm, or 12pm - 3pm

Job purpose: To provide administrative support to The Mix team and assist with front of house duties.

Location: The Mix Stowmarket, Suffolk

What is the Mix?

The Mix is a state-of-the-art £6m youth facility in Stowmarket, which opened its doors in 2014. Young people from the Stowmarket area have a safe space to explore their talents, develop new skills and meet others; with access to a recording studio, art studio, café, IT facilities and a hall for dancing, performance and sport. The Mix also has an onsite accommodation unit housing up to eight young people run by YMCA Suffolk. The Mix was capital funded through Myplace and Suffolk County Council.

Our vision is for The Mix to be the leading destination in Suffolk where young people go to feel inspired, develop confidence and experience creativity.

We recognise that we can only achieve this if it is supported by the community in which it operates.

Overview of the post:

This post is ideally suited to a person with an ability to make people smile, whilst offering a warm welcome to The Mix. You will be the first point of contact for everyone using the building, (our partner organisations, young people and the general public) and create an inclusive and supportive atmosphere.

Working in a small but fun and highly motivated team, alongside the Facilities Manager and the Hospitality & Events Co-ordinator to support the smooth running of the building.

You will build a knowledge and understanding of the ethos and history of The Mix, as well as an awareness of all that happens in and around the building. Using this knowledge you will inform young people, professionals and the public.

Every day is different on front of house at The Mix, so an adaptable nature and a good sense of humor are really helpful.

This is an essential and important role, which is crucial to the successful running of The Mix. We are seeking someone with a hands-on, can-do attitude to join our fast-growing team.



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Main Responsibilities:

1. Be the first point of contact for building partners, young people and the general public.
2. Have an understanding of The Mix, and what we have to offer for young people and the community.
3. Answering the telephone, dealing with enquiries, taking messages and putting calls through to colleagues and building partners.
4. Assisting the Hospitality & Events Co-ordinator and Facilities Manager and other colleagues with administrative duties as required.
5. Contributing to records of visitors and ensuring that certain visitors sign in and out.
6. Be trained to signpost young people to relevant organisations and agencies around a wide range of issues.
7. Develop an understanding of child protection and safeguarding issues and act appropriately should areas of concern arise. It is essential to maintain confidentiality in all aspects of your work.
8. Work in accordance with The Mix's policies, procedures, principles, vision and values and be proactive in implementing equal opportunities in all aspects of your work.
9. Take ownership of the reception desk and area, ensuring that it is kept neat and clean at all times, thus giving visitors a positive first impression of The Mix.
10. Be aware of and follow fire safety and evacuation procedures at The Mix.

Person Specification:

- Administration experience
- Ability and willingness to learn and to work as part of a team.
- Effective planning, organisational and time management skills.
- Excellent interpersonal skills including spoken and written communication.
- Ability to work flexibly and in a busy environment.
- Self-motivated, enthusiastic, committed.
- Willing to learn.
- Passionate about the values and mission of The Mix.
- Familiar with the basic use of IT systems including Microsoft Word and Outlook.

Application Process:

The Mix Stowmarket Ltd., 127 Ipswich Street, Stowmarket, Suffolk, IP14 1BB
volunteering@themixstowmarket.co.uk
01449 745130



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- Complete a Be Network volunteer application form and state that you are interested in the Volunteer Front of House Admin Assistant role and submit this to the HR Coordinator at The Mix by email, post or in person.
- Attend an interview. If the interview is successful, two referees will be contacted by the HR Coordinator and an Enhanced DBS check completed. Subject to the outcome of these; a start date will then be discussed, and Safeguarding training booked.
- Full training; including shadowing of colleagues will be provided.