

## **Job Title:** Network Delivery Department Coordinator

**Duration:** Six months – until 31<sup>st</sup> March 2025

**Working Hours:** Full Time, 37.5 hours per week

**Salary:** C3, £25,510 per annum (pro-rata)

**Location:** Flexible/London Office

**Reporting to:** Assistant Director of Network Delivery

**Department:** Network Delivery

**Key working relationships:**

Network Delivery department and teams from across the organisation

### **Purpose of the job**

Working across the Network Delivery Department, you will support the efficient day to day administration and co-ordination of the teams. You will play a critical role providing administrative and co-ordination support for the Network Delivery Department ensuring we have strong processes and ways of working to deliver our ambitious goals.

### **Why work at UK Youth?**

UK Youth is a leading charity that exists to ensure all young people are equipped to thrive and empowered to contribute at every stage of their lives. We work with others to ensure that the youth sector is strengthened, supported, and that provision is youth-led, evidence-informed and delivers high-quality outcomes. UK Youth plays a unique role in addressing; the lack of investment in the youth sector, the lack of cross-sector understanding in how youth work makes a difference and the limited opportunities to embed effective solutions. These factors lead to mass inequality of access to youth services for young people.

### **Key responsibilities**

Provide administrative and coordination support to the Network Delivery Department to ensure the smooth running of the Department. This includes but is not limited to:

- Support the implementation of new systems and processes across the Department and ensure all are kept up to date
- Maintain team and departmental inboxes and provide first point of contact for enquiries, working across the team to ensure efficient communication and stakeholder satisfaction
- Provide logistical and administrative support to Project Managers relating to the delivery of our youth work programmes and activities with our networks
- Administrative duties including scheduling meetings, minute taking and booking venues/ catering
- Coordinate logistics for the delivery of events and public affairs activity related to the department
- Support ongoing work on departmental process improvement and new filing systems on

SharePoint

- Manage and maintain databases and CRM; champion CRM use across the department
- Maintaining budgets, as appropriate
- Booking and arranging travel for young people participating in our programmes
- Manage departmental meetings and support with arranging team away days
- Managing the creation of a range of project documents using Word, PowerPoint, Excel, Access and other software packages
- Support the development of marketing and communications materials

## **Other areas of responsibilities**

- Ensure children and young people play a strong leadership role across the work
- Keep up to date on new developments and trends within the youth and outdoor learning sectors
- Manage and operate within the agreed business plan and budget to ensure that departmental targets are met
- Build relationships with aligned organisations; identifying opportunities to work in partnership where approach
- Producing reports and presentations as required
- Represent UK Youth at events and conferences
- Act as an ambassador for the organisation, contributing to the effectiveness of meetings, the sharing of knowledge and experience and the development of UK Youth and its profile
- Ensure UK Youth Health and Safety and Safeguarding and any other appropriate policies are adhered to where necessary
- Work closely with staff across the Department and organisation to ensure alignment and a streamlined approach
- Take reasonable care of their own health and safety and for that of others who might be affected by their own work, as required by law and described in the relevant operating procedures and policies
- Undertake any other duties and reasonable requests that are in keeping with the nature of this post

## **Person specification: Network Delivery Department Coordinator**

### **Experience**

- Experience of providing administrative support to senior staff members
- Experience of working in an office environment
- Experience of dealing with sensitive information
- Experience of coordinating a busy schedule of activity and keeping key stakeholders informed of progress
- Experience of using data management/ CRM systems and maintaining a high standard of data

### **Knowledge, skills and understanding**

- Empathy with the needs of young people
- Excellent written and verbal communication, including with senior stakeholders
- Excellent time management and strong organisational skills; the ability to prioritise conflicting needs, handle matters efficiently and proactively
- Strong attention to detail, accurate spelling and good writing, proofing and editing skills
- Excellent interpersonal skills and good understanding of different audiences and stakeholders and the ability to liaise positively and professionally with colleagues and visitors
- IT skills including Microsoft Outlook, Excel, Word and PowerPoint
- Capable of developing, maintaining and reviewing administration systems to achieve maximum efficiency
- Discretion and judgement, and experience of dealing with sensitive information

## Personal qualities

- A pro-active approach, self-motivated and enthusiastic
- Ability to work under pressure
- A 'can do' and flexible approach with the ability to adapt to changing priorities, including a willingness to travel and work irregular hours when necessary

This post is subject to receipt of two satisfactory references, an enhanced DBS check and Right to work in the UK. Please note, this job description is subject to change. With any significant change, we will ensure this is discussed with you before any final approvals and or commitments.

This job description does not form part of your contract of employment. You may be required by the organisation to undertake any duties within your skills and capabilities, which the organisation reasonably considers necessary to meet business needs.