



THE ARCHBISHOP OF YORK
YOUTH TRUST
Be the change you want to see

Administrative Assistant: Young Leaders Award

Job Description
September 2021



Introduction

Thank you for your interest in the post of Administrative Assistant: Young Leaders Award (YLA) at the Archbishop of York Youth Trust (ABYYT). This role is pivotal to ensuring the continued delivery, expansion and diversification of our core-business: delivering the YLA programme to primary and secondary schools across the country. The YLA is a fully resourced leadership and character education programme designed to be delivered by teaching staff within the classroom, that empowers young people to 'be the change they want to see' in their communities through taking part in social action.

Since the foundation of the charity in 2008, over 120,00,000 children and young people, in over 1,000 schools, have participated in the YLA. Our work with children and young people is driven by our Vision, Values and Mission:

Vision: To see a generation of young people empowered to transform society.

Mission: To develop opportunities for young people to grow in leadership, faith and character, in partnerships with schools, churches and communities.

Values: Excellence, community, creativity, trust, humility and joy.

The impact and effectiveness of the YLA Programme (KS1-4+) has been evidenced by independent research, led by Professor Andrew Parker and conducted by the University of Gloucestershire in 2017. We were also one of the first charities in the UK to be awarded the Charity of Character Kitemark by the Association of Character Education, the nation's leading character education body. We were also recently granted membership of the Fair Education Alliance, a group of charities organizations and universities seeking to provide excellent education to all children and young people from across the demographic spectrum, in particular, the vulnerable and disadvantaged.

This is an immensely exciting and challenging time for the Trust as we continue our work with schools post pandemic restrictions. We are seeking an individual who is both passionate about impacting the lives of children and young people and capable of delivering high quality admin support and customer service to the team and our schools. Working in a small, friendly and dedicated team, the successful candidate will provide essential administrative support to enable the continued delivery and growth of the YLA across England. As we grow and diversify our core business over the next 3-5 years, the role may also involve providing administrative support for new projects with children and young people.

The successful applicant will be a key part of the team that will shape the future of the Archbishop's charity, as we grow in our effectiveness and impact as a national initiative. We believe that young people have the potential to change our world for the better and we seek to raise a generation of young people empowered to transform society.

Dr Nick J. Watson, Chief Operating Officer, ABYYT

JOB DESCRIPTION

Administrative Assistant: Young Leaders Award

Ref: ABYYT2109 (please cite in all correspondence)

Job Profile

The key aspects of the role are:

Title: Administrative Assistant: Young Leaders Award

Annual Salary: £20,000

Contract: Permanent and Full-Time (35 Hours pw)

Location: Bishopthorpe Palace, York (while we adopt a flexible hybrid office-home working policy, the person would be expected to work in the office on a regular basis, and when required)

Reporting to: Administrative Lead

Responsible for: undertaking administrative tasks outlined within the list of Main Duties and Responsibilities shown below.

Main Duties and Responsibilities

In collaboration with members of the administrative team you will be expected to:

1. Be part of the office based YLA team available to deal with all YLA and Youth Trust enquires.
2. Support the Administrative Lead and team in managing the YLA Customer Relationships Management system (CRM), ensuring school projects, key contacts and correspondence notes are kept up to date.
3. Help coordinate the diary commitments of the YLA Delivery Team.
4. Support schools in the sign-up and completion processes of the YLA.
5. Support the YLA team in the retention of schools: managing task lists, making school support telephone calls and arranging school training and visits and co-ordinating the automated invoice and warning letter processes.
6. Support the Administrative Lead with half-termly reporting of YLA statistics.

7. Coordinate the procurement and organisation of YLA marketing materials, merchandise, badges and certificates, ensuring orders are met and stock levels are kept up to date.
8. Undertake routine administrative and/or secretarial duties for the broader YLA staff team and diversification projects beyond the YLA, when necessary.

Specific Tasks

Diary Management

- Help disseminate requests for school training and visits to members of the YLA Delivery team, booking in-person visits when applicable.
- Support with the booking of travel and accommodation for external events when required.

Communication

- Be the first port of call for schools by phone and email inquiring about the YLA and provide support and guidance for those schools signed up to run the YLA throughout the duration of their Award Journey.
- Disseminate more technical support or educational guidance about the YLA to the relevant YLA Delivery Team member.
- Work alongside the YLA Administrative Lead and team members to assign daily work priorities.

YLA Systems and Customer Relationship Management Data Entry

- Contribute to the YLA teams KPIs, which includes new school signups and retention rates, in particular managing warning letters and automated invoicing.
- Facilitate the admin processes for schools actively running the YLA, which includes, processing application to deliver forms, preparing and sending confirmation emails, invoices and T&Cs, logins and chasing invoices as necessary.
- Liaise with schools and input contact data onto the *Customer Relationship Management* (CRM) system for the YLA ensuring details for schools remain up to date and key milestones are followed up.
- Support the YLA Administrative Lead in training team members on accessing key data and knowledge of CRM updates.
- Work alongside the YLA Administrative Lead to provide half-termly YLA reporting figures and provide key information, when required, in support of Funding Applications.
- Support the YLA Administrative Lead and team with all purchase orders, including those for merchandise.

Stock Management

- Source competitive suppliers for all YLA merchandise and resources and keep supplier lists up to date.
- Manage YLA stock and merchandise levels, authorising new orders with the Director of YLA, Director of Finance and the Senior Leadership Team, when necessary.
- Arrange delivery of relevant stock to YLA schools on receipt of payment.
- Print and send YLA certificates as required by each school.

General Administrative Tasks

- Undertake routine secretarial and administrative duties, including answering the telephone, filing, meeting minutes and other support for the Young Leaders Award team where appropriate.
- To offer hospitality to visitors and others where appropriate.
- Undertake any other reasonable tasks within the life of The Trust as agreed.

Person Specification

Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Educated to at least GCSE Level including Maths and English or equivalent. 	<ul style="list-style-type: none"> • Relevant administrative qualifications and/or experience.
Skills / Aptitude	<ul style="list-style-type: none"> • Excellent organisational and time-management skills. • Good written and spoken communication skills. • Well-presented accurate work with attention to detail. • Excellent computer skills including a good level of competency with Word and Excel spreadsheets. • Flexible and adaptable approach to work. • Ability to show initiative and work with minimal supervision. • Ability to work calmly under pressure and to meet deadlines. 	<ul style="list-style-type: none"> • Experience of working with Customer Relationship Management software and/or school databases.
Knowledge/ Experience	<ul style="list-style-type: none"> • Experience of administrative procedures and systems. • Experience of using Microsoft Office as well as a networked computer system. 	<ul style="list-style-type: none"> • Proven administrative experience reporting to a manager. • Knowledge of the charitable sector. • Knowledge of the education sector.
Personal Attributes	<ul style="list-style-type: none"> • Pro-active approach. • Calm and professional manner. • Team player. • An understanding and empathy with the charity's Christian Vision, Values and Cultural Ethos. 	

Main Benefits, Terms and Conditions

Annual Salary: £20,000

Hours: 35 hours per week

Parking: all staff can park on site and secure cycle-parking is available

Annual Leave: 25 days holiday per annum, plus bank holidays and three additional days granted by the National Church Institutions of the Church of England

Pension: upon commencement of employment, you will automatically be enrolled onto the Trust's pension scheme. During each year of employment, the Trust will match your contributions to the scheme, up to 5% of your annual earnings. You may opt out of the Trust scheme if you wish. However, you would not receive any pension contributions from the Trust.

Sick Leave: your full salary (inclusive of any Statutory Sick Pay [SSP] due) for the first two weeks of any such absence within any 52 cumulative week period; and SSP thereafter

Probation Period: 3 months

Notice Period: 1 month

Start Date: 29 November 2021

Location

The Youth Trust office is within the grounds of Bishopthorpe Palace, York and we operate a flexible hybrid office-home working policy for staff, while we expect all staff to work in the office on a regular basis and when required to do so.

General Conditions

Diversity

We understand the benefits of employing individuals from a range of backgrounds with diverse experiences and talents. We aim to create a workforce that:

Values differences in others and respects the dignity and worth of individuals.

Reflects the diversity of the nation that the Youth Trust exists to serve.

Fosters a climate of creativity and diversity that will help all staff to develop their full potential.

We are committed to being an equal opportunities employer and ensuring that all employees, job applicants, customers and other persons with whom we deal are treated fairly and are not subjected to discrimination. We want to ensure that we not

only observe the relevant legislation but also do whatever is necessary to provide genuine equality of opportunity. We expect all our employees to be treated, and to treat others, with respect. Our aim is to provide a working environment free from harassment, intimidation and discrimination in any form that may affect the dignity of the individual.

Standards of Behaviour and Conduct

Staff working at Bishopthorpe Palace are expected to act with due consideration for others and in a professional and collaborative manner befitting their position as employees working within the offices of the Archbishop of York.

Health and Safety Responsibilities

The Archbishop of York Youth Trust and the Office of the Archbishop's of York take health and safety at work seriously and require their staff to familiarise themselves with and follow their policies.

Confidentiality

Staff must not pass to unauthorised persons any information (in verbal, electronic or hard copy form) obtained in the course of their duties at the Trust, without the permission of their line manager or a member of the Senior Leadership Team.

References and the Disclosure and Barring Service

This post is subject to satisfactory references and an enhanced level DBS check.

How to Apply

Application Submission Procedure and Timings

To apply in confidence for the post of Administrative Assistant: Young Leaders Award at the Archbishop of York Youth Trust, please complete the following three forms (one of which is not compulsory) which are available on the Trust's website:

www.abyyt.com/job/admin and submit via email to Dr Nick J. Watson, COO: ytmevents@abyyt.com

- (i) Application Form
- (ii) Curriculum Vitae (a maximum of 2-sides of A4), and
- (iii) Equal Opportunities Monitoring Form (not compulsory).

Please ensure that you have included your mobile, work and home telephone numbers within the Application Form/CV, as well as any dates when you will not be available or might have difficulty with the timetabled interview period.

The deadline for receipt of applications is midnight on Wednesday 13th October 2021. The interviews will be conducted on Thursday 28th October 2021.

Referees

You should provide the name, position, affiliation and full contact details, including email addresses and telephone contact numbers, of *two referees* relevant to this role—one being your most recent line-manager. References will only be taken once your express permission has been granted. We would also be grateful if you could let us know if you require any special provision as a result of any disability, should you be called for interview.

Data Protection

In submitting the forms that constitute your application, you will be giving your consent to the Archbishop of York Youth Trust to store and use information you provide in accordance with the provisions of the Data Protection Act 2018 and the Trust's Data Protection Policy. For more information on this please see our Privacy Notice included in the application pack. If you are not appointed, your application will be destroyed 6 months after the position for which you have applied has been filled.

www.abyyt.com

Charity registration number: 1129075

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