

YMCA
GEORGE WILLIAMS
COLLEGE

TRAINING AND PROJECTS ADMINISTRATOR

Application Pack

January 2023

WELCOME



Thank you for your interest in joining the team at YMCA George Williams College! We're delighted to share our journey with you, and the opportunities we have ahead. You would be joining us at an exciting time. In April 2022, we brought together the expertise of the Centre for Youth Impact with the rich history of the College through a merger. We will shortly publish the first strategic plan for the newly merged charity, and are looking forward to making our vision reality with a newly expanded team. The merger opened up a wealth of new opportunities: to expand our learning offer and capacity building support to develop skilled and thoughtful practitioners; to support youth organisations both individually and collectively to understand and improve the impact of their provision and build a shared evidence base; and to work alongside young people to ensure they have stronger voice in evaluation and continuous improvement. Alongside this, we are focused on developing the College as a vibrant and inclusive space to learn and work, which reflects the assets and experiences of the communities we serve.

We believe we are uniquely positioned to step forward as field builders offering transformative support to strengthen the sector in its work with and for young people. And we believe that this work is needed more than ever – both for young people and communities, and for the rich diversity of organisations that support them. To step fully into this role, we need a skilled and ambitious team who are committed to the organisation and its mission, with specialist expertise and a curiosity to learn, and who embody the diversity of the communities with whom we work. In turn, we can offer you an exciting and varied programme of work, with many opportunities to learn and extend your skills, alongside a collaborative and compassionate group of colleagues.

There are two areas of the organisation we are seeking to grow: firstly, the research and evaluation team, who will take forward the development of our evaluation practice, build the new Centre for Youth Voice and advance our research and analysis capacity. Secondly, we are growing our operations team in line with our current and planned organisational growth, understanding that our systems, processes and people are critical to our collective success. If you believe you have the skills, experience and imagination we seek, and want to make a real difference in supporting frontline practitioners to enable young people to thrive, then we would love to hear from you.

I look forward to meeting you!

BETHIA MCNEIL, CHIEF EXECUTIVE

ABOUT US

We are transforming: transforming YMCA George Williams College following the merger with the Centre for Youth Impact; transforming our support to the sector to be broader, deeper and more accessible; and transforming the quality and impact of the youth sector in its work with and for young people.



ABOUT US

We know that young people thrive through engagement with high quality youth work and informal learning.

We believe all young people should have access to high-quality spaces and opportunities to learn, grow and explore their relationships with the world around them.

This vision drives our mission: to provide transformational support to all those working with and for young people through building reflective practitioners and quality relational practice, grounded in a shared evidence base.

The Centre for Youth Impact merged with YMCA George Williams College in 2022. The new organisation, YMCA George Williams College, is an independent registered charity within the YMCA Federation of England & Wales, and part of the global YMCA movement.

The Centre for Youth Impact is now one of three centres of expertise housed within the College; each a shared space for leadership, research, support, and training. Our three centres of expertise have different areas of focus: one supporting the design and delivery of high-quality informal and non-formal learning provision, one focused on evidencing the impact of such provision to enable it to be even more effective, and one advocating for a stronger role for youth voice in evaluation and continuous quality improvement.

We are excited to be launching our new strategy this month setting out a new future for the College. The focus of the strategy is **transformation**.

Over the next five years, working with our partners, practitioners and young people, we will:

- transform our collective understanding of how and why youth work and informal learning changes lives;
- transform how we collectively measure and advocate for the change that youth work and informal learning creates;
- transform perceptions of the sector's commitment to evaluation, to influence both policy and investment; and
- transform support for the sector, so that everyone working with and for young people can actively improve the quality of their practice and therefore the outcomes for the young people and communities they engage.

ABOUT US

We believe there are four powerful drivers of the transformational change we want to see, and which will create the conditions for lasting impact on practice. These drivers will shape our focus between now and 2028:

- **partnerships:** the strong, trusting and purposeful relationships that enable us to progress system-level change for young people and the youth sector
- **agency:** the sector's capacity and capability to improve the design, delivery and evaluation of its practice, which in turn enables practitioners and young people to thrive
- **methods:** the validated, shared approaches to research and evaluation that evidence both the impact of practice and the power of practice-aligned tools
- **insight and evidence:** the robust, shared evidence base that demonstrates how quality provision improves outcomes for young people

Underpinning all of this, we will ensure that we, YMCA George Williams College, have the capacity and capability to deliver our mission sustainably, equitably and with quality, across our strategy.

OUR VALUES

Our values are integral to our culture defining how we work to create change. We are:



Considered

open, thoughtful, curious, rigorous, credible - an independent voice with a wide field of vision.



Collaborative

working with others to achieve change, developing collective insights and assets, sharing resources openly and seeking diverse relationships.



Challenging

audacious and confident in our actionable insights, developing and innovating, and remaining open to different ideas.



Compassionate

human, trusting and empathetic in our approach, starting where others are at and centring the practical, emotional and equitable foundations of our work.

THE ROLE

Role: Training and Projects Administrator

Salary: £23,000 - £30,000 per annum depending on experience (potentially more for a very exceptional candidate)

Contract: Permanent, full time but would also consider a jobshare or part time appointment

Start date: Immediate

Location: Home based with potential access to desk space in central London if required; travel across the UK may occasionally be required

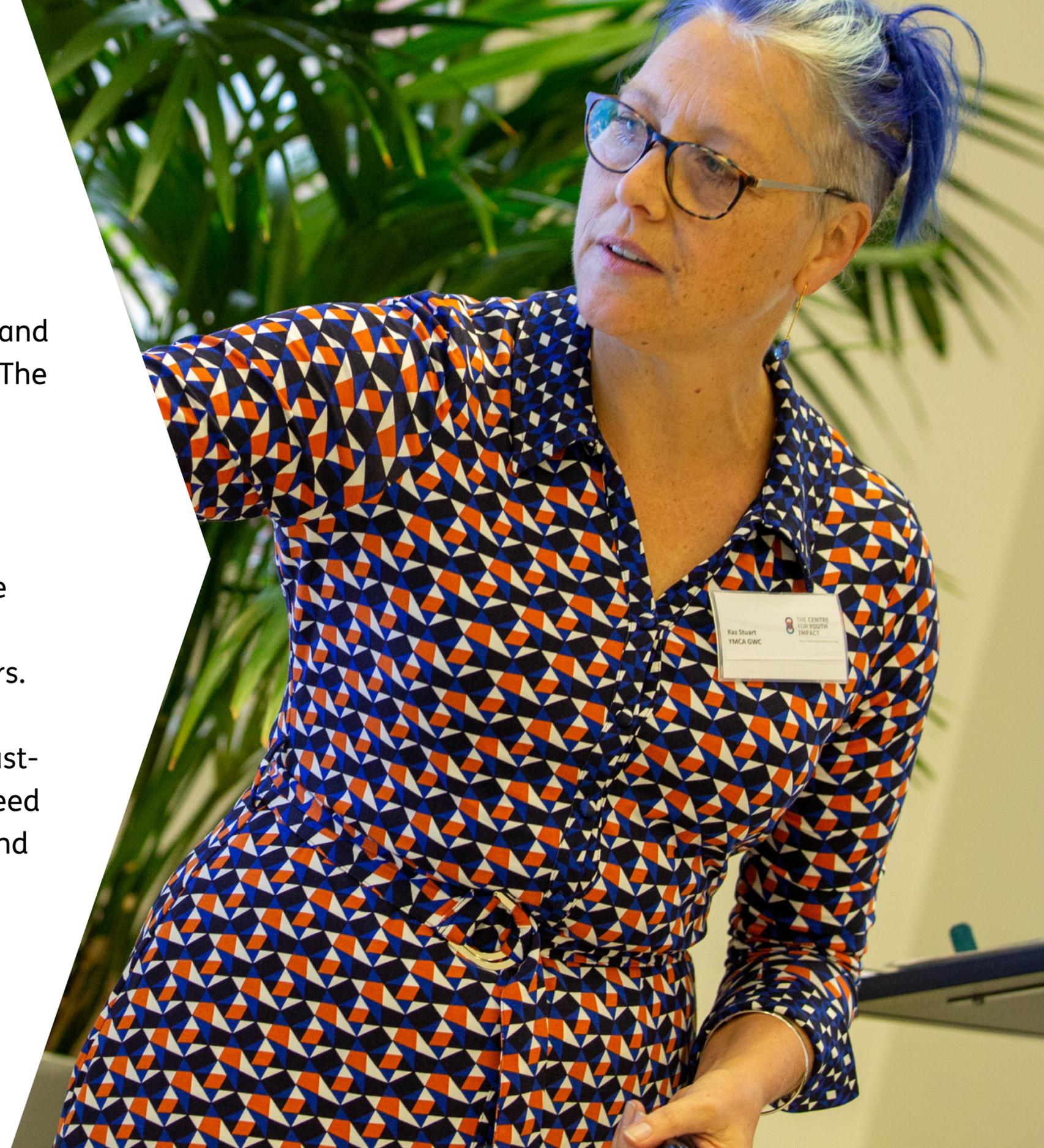
Hours of work: These will be 35 hours per week (pro rata for part time staff) worked flexibly to meet the needs of the role but generally between 8 and 6pm with core work hours between 10 and 4pm.

Annual leave: 25 days annual leave per year plus bank holidays (pro rata for part time staff). Employees accrue an additional day of leave for each year of service, up to 30 days per annum. 24 December is an additional organisation-wide holiday.

ABOUT THE ROLE

The Training and Projects Administrator will work across a range of the College's growing training programmes and key projects to enable effective and efficient delivery. They will provide critical administrative and logistical support across our training offer and commissioned projects. The Training and Projects Administrator will work closely with the Head of Education, Training Specialist Lead, Organisational Learning Lead and Operations Coordinator to manage the booking system for training programmes and organisational learning and to provide other project administration. This will include managing data, using a range of online platforms such as Salesforce and Eventbrite, managing tight deadlines and ensuring high quality and timely communications with stakeholders.

Our ideal candidate would have experience of supporting a busy and fast-paced team, managing multiple different work streams, anticipating need and suggesting solutions to logistical challenges. They will be helpful and enthusiastic in their approach to work, flexible, happy to work autonomously, a strong communicator and people oriented.



DUTIES AND RESPONSIBILITIES

- Support the day-to-day training admin processes at the College, including advertising courses/sessions, taking bookings, sending confirmations, handling logistics, processing refunds, issuing certification, and collating evaluation feedback.
- Maintain accurate Eventbrite listings for all events.
- Update and maintain records on Salesforce.
- Respond to all training related enquiries via email and phone.
- Book venues, caterers, travel, and accommodation, working closely with Project Leads to ensure the smooth running of showcases, summits, and events.
- Support with the production of high quality training materials/resources as needed.
- Ensure any additional access needs of participants are fully supported
- Provide administrative support across all the College's projects on an as-needed basis.
- Provide administrative support for the Young Evaluators Panel within the Centre for Youth Voice, including travel and accommodation bookings for young people.
- Provide in-person support at training and events as needed, to ensure smooth running and that participants feel supported and engaged.
- Support the Operations Coordinator to ensure all projects/events are correctly set up, allocated and maintained in the time tracking and project management systems.
- Provide administrative support to the Operations and Communications departments as needed, particularly in sharing web copy relating to training courses and events.

PERSON SPECIFICATION

Essential skills and experience

- Excellent organisational skills and attention to detail, including the coordination of projects and logistical support for events
- Empathy for participants in the College's events, with the ability to anticipate need and ensure an excellent and inclusive learning experience
- Ability to prioritise, manage your time, and proactively plan your workload in a busy environment with multiple demands
- Knowledge and understanding of IT based systems and digital platforms, such as Eventbrite, Google Workspace, Zoom, Slack, and a CRM database (we use Salesforce). You do not need to be an expert at any of these programmes, but you do need to feel comfortable learning new digital systems and platforms quickly.
- Excellent interpersonal skills across all levels, with a helpful and friendly attitude
- Ability to complete tasks to tight deadlines, and with high quality
- Ability to work well under pressure and meet the demands of a dynamic organisation
- You have the right to work in the UK

Desirable

- Experience of the administrative requirements of training providers
- Experience of providing administrative support to a team/small organisation
- Experience of accurate data entry and managing spreadsheets
- Knowledge and understanding of the charity sector, and/or public sector
- Experience of communicating appropriately with a diverse range of stakeholders
- Experience working with budgeting tools and/or invoicing processes
- Ability to reflect and learn, including sharing failures and uncertainties. Openly taking feedback from the team on your behaviours and work.

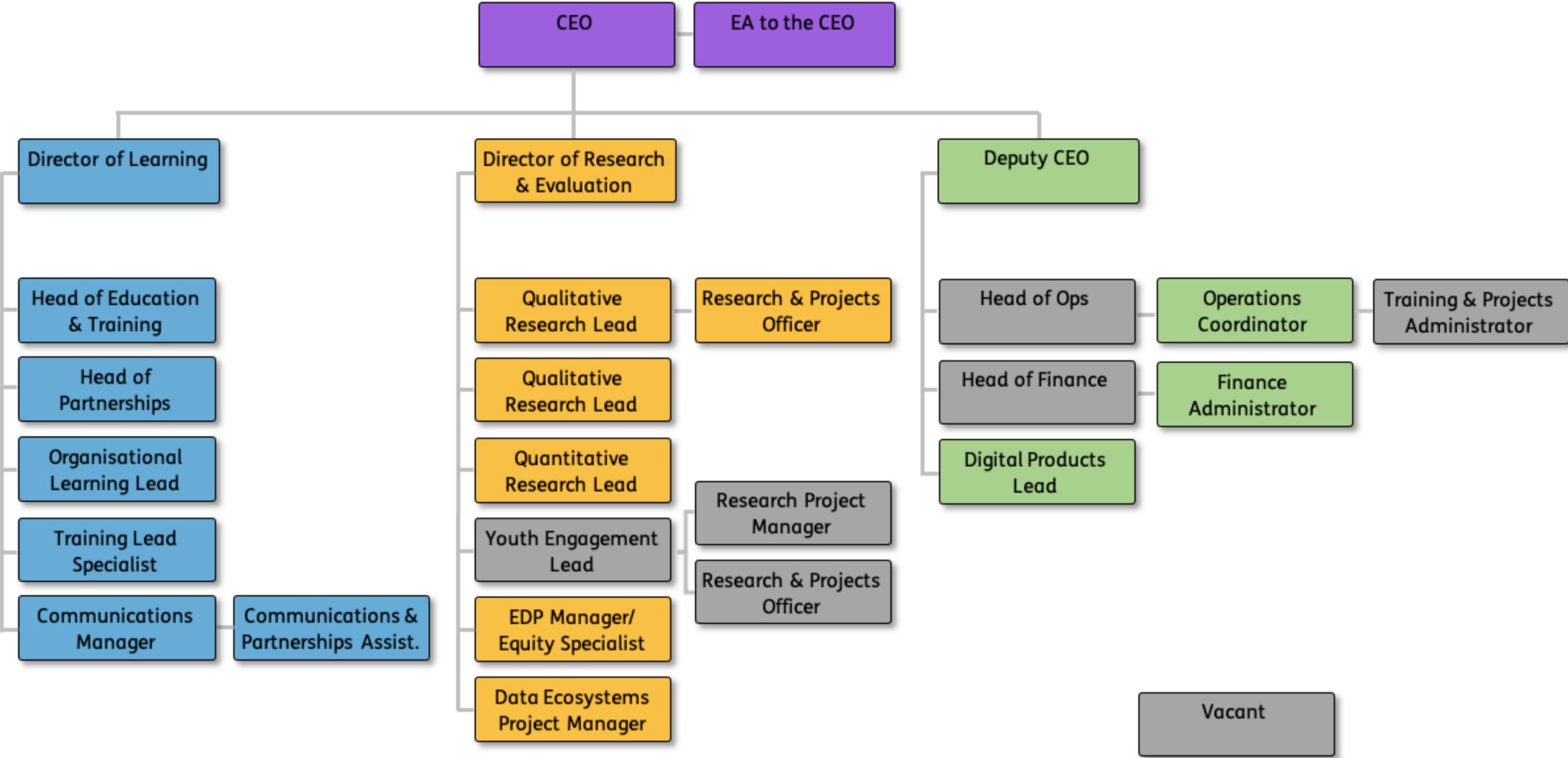
Personal qualities

- Commitment to the mission, vision and values of YMCA George Williams College
- Identifying with and embodying the aims and ethos of our charity, including valuing collaborative approaches, challenging, and supporting those we work with, and being curious and questioning
- A strong commitment to the principles and practice of equity, diversity and inclusion
- A collaborative and generous team player, able to thrive when working in a fast-paced and changing environment with a high degree of independence and autonomy
- Interpersonal and empathetic skills, being able to demonstrate an ability to understand others' contexts and motivations.

We require all staff and volunteers to be committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults and to respond proactively to safeguarding concerns. Successful applicants (dependent on role) are required to undertake an Enhanced Disclosure or Basic Disclosure via the Disclosure and Barring Service (DBS).

No candidate will meet every single desired qualification. If your experience looks a little different from what we've identified and you think you can bring value to the role, we'd love to learn more about you! Please get in touch with Helen Taylor (Helen.taylor@youthimpact.uk) if you would like a conversation to find out more about how the role might be a fit for you.

ORGANISATIONAL STRUCTURE



EQUAL OPPORTUNITIES, EQUALITY, DIVERSITY, AND INCLUSION

We are passionate about supporting progress towards a more equitable, diverse and inclusive evaluation sector and take action both through the work we undertake and the way we work to create an organisational culture where everyone can bring their authentic selves to work.

We have a dedicated EDI Working Group which is goal-oriented and involved in defining EDI priorities, and promoting action within and across the organisation. We are creating a reflective space for the team, where we can continue to learn about EDI as a group as well as working with EDI experts to broaden our thinking and support our efforts. We know we need to focus on EDI throughout our projects and partnerships in order to fully reach our vision and accomplish our mission - we are especially focused on youth voice and involving young people with various and different identities in defining the language and approaches that resonate most with them.

We are committed to the following principles and ways of working:

- All learning and evaluation programmes, projects and practitioners should explicitly consider equity and social justice in the design and delivery of our work.
- We should use our platform to collect and report on data on equity and social justice in youth provision
- This should include mechanisms to identify and report on any inequities in our work, in terms of resourcing, accessibility, representation, governance and analysis.
- The learning and evaluation community should commit to openly sharing any identified examples of potential inequity in our work, to allow us to collectively explain why they have arisen, or to reform our practices in order to prevent such inequity arising again.

We seek to create an inspiring and inclusive place to work, but recognise we still have more to do to achieve the diversity we would like across all levels of our team. We are proactively working to address this. Whilst we welcome applications from any candidate with suitable skills and experience, we are particularly keen to receive applications from people of colour; disabled and neurodiverse people; people who identify as being LGBTQIA+; people who have used and benefited from youth provision/services; and those with other minoritised backgrounds, with other protected characteristics or who might face other barriers.

We believe EDI work is collective and made up of everyone's small actions and contributions over time; the goal is to engage with this work honestly and consistently, not to achieve perfection from the start.

It is crucial we engage and challenge ourselves to continually improve.

WORKING WITH US

We strive to provide a welcoming and vibrant work environment with a number of benefits to support our employees achieve their personal and professional goals.

HOURS OF WORK

These will be 35 hours per week (pro rata for part time staff) worked flexibly to meet the needs of the role, but generally between 8 and 6pm with core work hours between 10 and 4pm.

ANNUAL LEAVE

25 days annual leave per year plus all bank holidays (pro rata for part time staff). Employees accrue an additional day of leave for each year of service, up to 30 days per annum. 24 December is an additional organisation-wide holiday.

PENSION SCHEME

The College will double match your contributions into our pension scheme, up to a maximum employer contribution of 6% of salary.

FLEXIBLE WORKING

The College extends the right to request flexible working to all employees and strives to respond to the circumstances of all employees to enable them to thrive in their role.

SICK PAY*

In addition to Statutory Sick Pay, the College pays up to eight weeks full pay if you're off work due to incapacity.

ENHANCED PARENTAL LEAVE AND ADOPTION PAY*

Maternity and adoption leave pay is enhanced to 13 weeks at full pay, and 13 weeks at half pay. In addition to Statutory Paternity Pay, Paternity leave is enhanced to an additional two weeks' full pay, to be taken up to six months post-birth or adoption date.

*length of service criteria apply.



WORKING WITH US

ADDITIONAL HOUSEHOLD EXPENSES

A monthly contribution from October to March towards additional household expenses, such as gas and electricity, for employees working from home.

MOBILE PHONES AND WIFI

An annual contribution towards the business use of your mobile phone and WiFi (or the offer of a company phone if preferred).

WORK FROM HOME SET-UP

We'll provide whatever equipment you need in order to comfortably and safely work from home, such as a wireless keyboard and mouse, headphones, desk chair and monitor, in addition to a MacBook Air.

TEAM SOCIALS

We meet in-person at least four times per year, for all-team sessions and socials. All necessary costs for travel and accommodation are covered.

PERSONAL DEVELOPMENT AND TRAINING

All employees are encouraged to explore their learning and development needs, and the College has an annual training budget through which we aim to support team members on an ongoing, equitable basis. We also offer a number of team-wide training opportunities each year, including coaching, line management, and project management.



HOW TO APPLY

If all of the above sounds appealing, then please send a copy of the following to jobs@youthimpact.uk with the subject line 'Training and Projects Administrator application':

1. Your CV
2. A covering letter (up to 800 words) that states how you meet the requirements set out in the person specification (and stating that you have the right to work in the UK). Please include your preferred pronouns if you are happy to share them.
3. [Equality and diversity survey form](#)

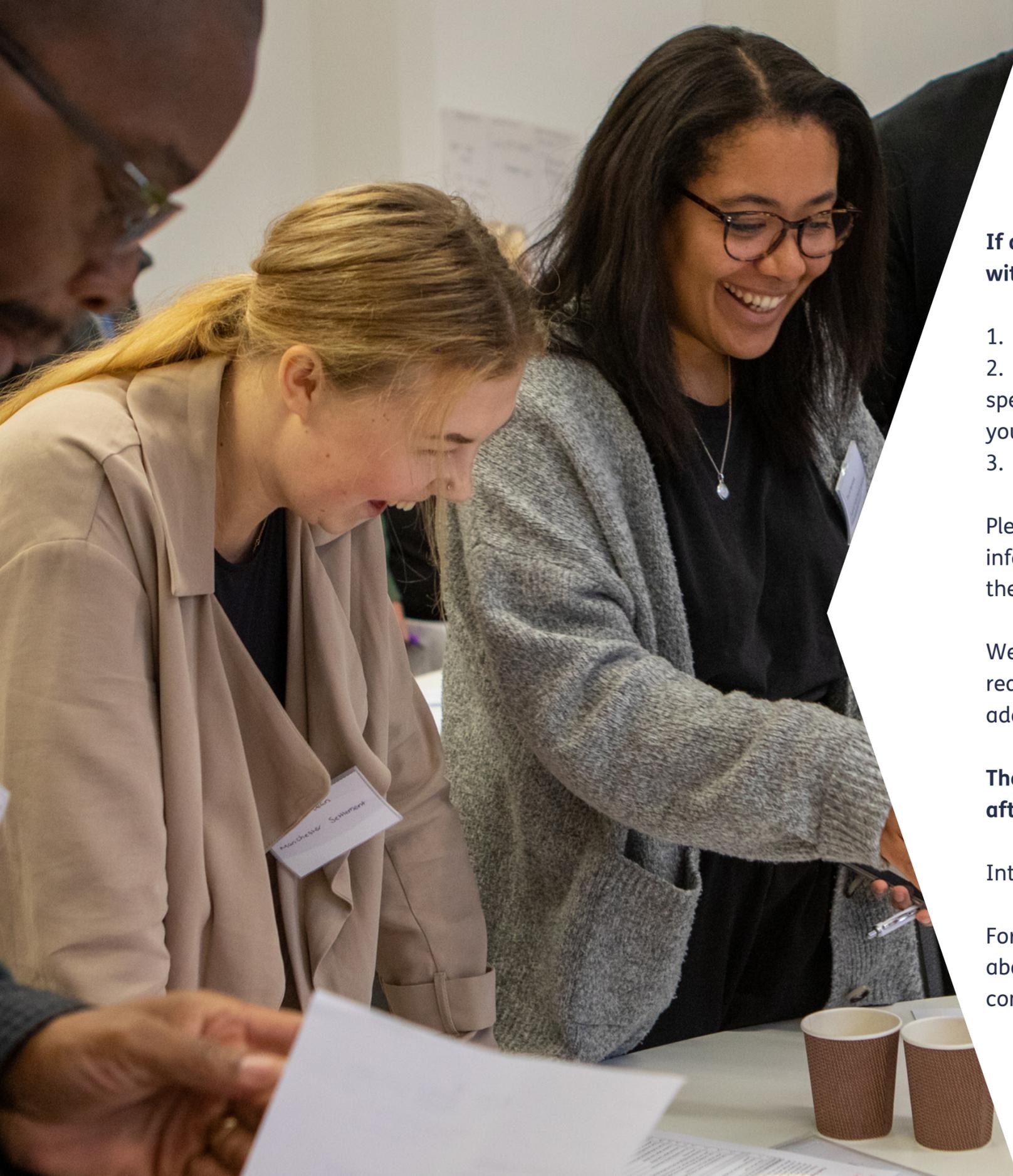
Please complete the equality and diversity survey form as part of the application. This is separated from other information before shortlisting. We are committed to providing equal opportunities for everyone regardless of their background, and welcome applications regardless of sex, gender, race, age, sexuality, belief or disability.

We want to support you to show us your best, and to thrive at YMCA George Williams College. We can make reasonable adjustments throughout the application process and on the job. If you would like to discuss additional needs or possible adjustments please get in touch.

The deadline for receipt of your application is 5pm on Friday 10 February 2023. Applications received after this time will not be considered.

Interviews will take place w/c 20 February and 27 February and will be via Zoom.

For more information about us please visit our website, youthimpact.uk. If you have any questions about the role, please email Helen Taylor, Deputy CEO at Helen.taylor@youthimpact.uk to arrange an informal conversation.



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jobs@youthimpact.uk

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