

Job description: Collective Action Department Coordinator

Duration: Permanent

Salary: C2, London, £23,500

Location: Flexible

Reporting to: Network Engagement Manager

Department: Collective Action

Key working relationships: Director of Collective Action, Collective Action Assistant Director colleagues across Collective Action Department, key points of contact in other teams

Purpose of the job

Working across the Collective Action Team, you will support the efficient day to day administration and coordination of the Department. You will provide first-class customer service, support the development of account management processes and coordinate a range of activities and events to support the Department objectives.

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

Supporting and assisting with the following areas subject to operational requirements under the direction of the Collective Action Department Head:

- Engagement with the UK Youth Movement (inc. youth organisations, young people and volunteers and supporters)
- Data collection of key stakeholder groups
- Department activity and event coordination
- Policy and Public Affairs support

This includes but is not limited to:

- Provide a first point of contact for all organisations interested in joining the UK Youth movement, to engage them with the benefits of joining and support administration of the joining process

- Co-ordinate and maintain the 'movement' email inbox and provide first point of contact for enquiries and working across the team and wider organisation to ensure efficient communication and stakeholder satisfaction
- Coordinate the schedule of events/ activity offered to organisations in the UK Youth Movement, working with the Events Team to provide events administration, providing first point of contact for attendees, support with collateral, venue and travel booking
- Support in communicating benefits of the UK Youth Movement and opportunities to current and prospective stakeholders through a variety of channels including the online portal, regular updates and specific marketing campaigns
- Maintaining data on key stakeholder groups, including data collection to support wider policy work of UK Youth, and support CRM process of current stakeholders
- Comply with data protection legislation and act responsibly on matters of data disclosure, both internally and to third parties
- Support in administration of different networks within the UK Youth Movement, including the dispatch of key communications, keeping a schedule of all planned activity
- Work closely with relevant teams across the organisation to collate and promote relevant opportunities
- Operate within the agreed business plan and budget to ensure that the Department targets are met
- Additional general duties needed to support the Collective Action Department as required

Other area of responsibilities

- Participate proactively in both internal and external meetings as required.
- To work effectively with colleagues to achieve objectives and support organisation-wide initiatives
- To support organisation-wide initiatives to facilitate cross-team working
- Develop and maintain a good knowledge of UK Youth's charitable activities (programmes, projects, activity centre, publications, and training) and act as a positive ambassador for the organisation
- Take reasonable care of their own health and safety and for that of others who might be affected by their work, as required by law and described in the relevant operating procedures and policies for their areas of work
- To maintain good standards of Health and Safety in all working practices and to assist in keeping records of routine maintenance and checks carried out on equipment
- Undertake any other duties and reasonable requests that are in keeping with the nature of this post.

Person specification: Collective Action Team 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

- Knowledge and 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 a 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 ability 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.