

Youthscape Administrator

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Youthscape

Youthscape
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The work of the Central Team

We're a national organisation with long-standing roots in Luton where we continue to work with young people directly.

Our vision is to help transform how the whole church works with young people: meeting the common story of decline with new approaches to welcoming young people into the life of the church.

We support those working directly with young people, whether they are paid or volunteers, through training, events and resources. And we also work with church leaders and denominations to think strategically about the place of young people in the life of the church.

Our Central team supports all Youthscape departments and is key to managing our building, finances, and all our activities. The role is part of the Central team, however, our day to day work, and event administration tasks, (which take place throughout the

year), give the Central team significant time working with other members of Youthscape staff.

This role will have a varied portfolio of tasks: hosting our room hire clients, sending out resources to Youthscape customers, as well as assisting with administration. We are looking for an administrator who has excellent interpersonal skills, is active, adaptable, and enjoys working in a busy environment. The successful candidate will demonstrate proactivity and reliability, and will be able to offer some flexibility in working hours - to meet the needs of our room hire clients.

Key tasks and responsibilities

1. To administer Bute Mills room hire

- 1.1 Respond to room hire enquiries, manage the room booking diary, and process booking information
- 1.2 Prepare rooms and furniture, as required, for each individual room hire, and welcome clients and their guests to our building, preparing drinks, and ordering and serving food – when requested
- 1.3 To clear away food, drinks, chairs, and tables after each hire
- 1.4 Minor cleaning between room hires, as needed

2. To administer resource sales

- 2.1 Assist in responding to enquiries made via our online Store
- 2.2 To package up resources and post them out to customers

3. To assist with other general administrative duties

- 3.1 Respond to enquiries received, either through our website - via the chat function, or by email
- 3.2 Promote Room Hire through postings on social media and other channels
- 3.3 Liaise with other departments, to answer questions received by customers and clients
- 3.4 Receive deliveries to the office

4. To take appropriate individual responsibility for safeguarding at Youthscape

- 4.1 Completing relevant and regular training, as required.
- 4.2 Ensuring awareness and understanding of Youthscape's safeguarding policies and practices.
- 4.3 Implementing Youthscape's safeguarding policies and practices in all aspects of your day-to-day work.
- 4.4 Conducting yourself in accordance with Youthscape's safeguarding policies and practices at all times, including outside of usual working hours.
- 4.5 Reporting any safeguarding concerns in accordance with Youthscape's safeguarding and whistleblowing policies.

5. To fulfil wider responsibilities as a member of the Youthscape team

5.1. Participate in weekly prayers, team meetings and 48-hour residential retreats three times a year

5.2. Play an active role in delivering major Youthscape events, including the National Youth Ministry Weekend and Satellites

5.3. To carry out any other reasonable tasks as required by your line manager.



Person specification

ESSENTIAL	DESIRABLE
Administration	
<ul style="list-style-type: none">• Excellent interpersonal skills both verbal and written• Physically able for room hire set up• Some flexibility in working hours, as required for room hire• Proactive attitude• Ability to work to deadlines and good organisational skills• An eye for detail	<ul style="list-style-type: none">• Experience in administration• Problem solving skills
Working with people	
<ul style="list-style-type: none">• Friendly and approachable• Excellent written and verbal communication skills• A collaborative team player• Self-motivated and committed	<ul style="list-style-type: none">• Experience in a customer facing role• Currently or previously involved in youth work
Digital and software skills	
<ul style="list-style-type: none">• Confident use of standard Microsoft Word• Able to learn bespoke software e.g. booking and postage software	<ul style="list-style-type: none">• Knowledge of Microsoft Outlook and Excel• Experience of social media content creation
Values and ethos	
<ul style="list-style-type: none">• A Christian with a desire to assist young people and youth workers in sharing the gospel through working at Youthscape	
Location	
<ul style="list-style-type: none">• The successful candidate will live in or close to Luton	<ul style="list-style-type: none">• A clean driver's licence and access to vehicle



Terms of employment

This role will be part of the Youthscape Central team and line managed by the Director of Finance and Operations.

Youthscape benefits from a committed team who work closely together and have built a strong team culture. The Youthscape Administrator will be key in the smooth running of the office; therefore this role will be office based, at Bute Mills.

Our office core working hours are 9am to 5.30pm, however, when hosting our room hire clients - some flexibility will be required. For example, the ability to start work at 8am or finish work after 5.30pm. This is a full time role, although there may be flexibility for candidates who would want to work fewer hours.

The role also requires attendance at our shared team activities like our retreats, Satellites festival and the National Youth Ministry Weekend.

The salary for this role is from £26,500 per annum depending on experience.

Youthscape offer an employer's contributory pension scheme for all staff and a wide range of employee benefits including:

- 25 days paid holiday (plus bank holidays) rising to 27 days after three years and 30 days after five years service.
- Additional annual salary increases within a pay band.
- Three staff retreats each year.
- £300 annual training allowance to be spent by employee plus access to fund for formal qualifications.
- Laptop provided and available for personal use.
- 24 weeks of paid maternity leave (12 weeks full pay, 12 weeks half pay) and 4 weeks of paid paternity leave (see our terms and conditions for details).
- 4 week paid sabbatical for longer serving staff.

How to apply

Potential applicants are welcome to contact the Director of Finance & Operations, Sarah Patrick for a discussion in advance of making a formal application at sarah.patrick@youthscape.co.uk.

Applicants must complete our standard application form and enclose a covering letter addressed to hello@youthscape.co.uk.

We can also address any questions about the application process for this role. Please ensure that your application form details how you meet the criteria of the personal specification.

Applications will be assessed against the job description and personal specification, and shortlisted candidates will be contacted on Friday 5 December to be invited for interview.

Interviews will take place in Luton on Wednesday 10 December

As part of our commitment to safer recruiting practices, we will carry out a series of checks and references for any candidates offered the role.

We hope the successful candidate will be able to start their employment with us from January or whenever any existing employment contracts permit.



About Youthscape

Youthscape is working to see every young person in the UK reached with the transforming love of God. We believe that this will only be achieved through the renewal of the local church's engagement with those young people; a church inspired and equipped with vision, research, skills and resources. This means that our primary focus is on inspiring, resourcing and training churches for the task of reaching young people.

We are youth workers. For more than 25 years, we have worked directly with young people and churches in our hometown of Luton, Bedfordshire, and our work continues to flow out of this direct experience. Our vision to inspire the church and reach young people is rooted in both passion and practice.

We will engage three key groups through our work:

We will invest in youth leaders, resourcing them for their task, training them to work innovatively with the emerging generation, and helping them to keep going for the long haul.

We will seek to inspire and train church leaders to create a context for great youth work.

And we will work directly with young people, both in Luton – where we continue to model excellent youth work – and nationally through events, programmes and resources which help to embed teenagers in their local church.

We will know that we are succeeding when more churches are growing because they prioritise the welcome and support of young people, and when more young people are finding a home in the Christian faith.

Youthscape

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