YOUR NEW ROLE AT THE TRUST

JOB TITLE:	**Youth Administration Coordinator**	**PAY BAND:**
FUNCTION:	Delivery	**Support** Delivering Specialist/Managerial Technical Lead/Function Head Senior Leadership Team
THE TEAM:	This role supports the team who help young people to prepare for, secure, and sustain employment through employability training, employer partnerships and personalised in-work support.	

WHERE YOU WILL FIT

Country Director	Senior Head of Delivery	Head of Delivery – Jobs Guarantee	Delivery & Performance Manager	**Youth Administration Coordinator**

HOW DOES THIS ROLE IMPACT YOUNG PEOPLE?

You'll help young people feel welcome and supported when they visit us, answering their enquiries and helping them get to their appointments. By keeping appointments, records and day-to-day administration organised, you'll help the service run smoothly and give frontline colleagues more time to support young people into employment.

WHAT WILL YOU DO?

- Welcome young people, visitors, and partners to the office, creating a positive and inclusive first impression of the service.
- Manage reception activities, including signing visitors in, maintaining attendance records and monitoring appointment arrivals.
- Guide young people from the entrance area to their one-to-one appointments with Youth Development Leads.
- Answer appointment enquiries and explain how appointments and the service work.
- Liaise with Youth Development Leads regarding arrivals, delays, cancellations, and rescheduling requirements.
- Keep appointment systems, calendars, and tracking tools accurate and up to date.
- Provide administrative support including data entry, document preparation, filing, scanning and record maintenance, as necessary.
- Ensure records and personal information are handled in line with confidentiality, safeguarding, and data protection requirements.
- Contribute to a safe, organised, and welcoming environment, escalating any concerns relating to safeguarding, health and safety or wellbeing as appropriate.

THE SKILLS YOU'LL BRING

All of the roles at The Trust are key to our success and there are certain skills we need to be successful. And while we will shortlist the most qualified people for the role, we ask everyone for a supporting statement. If you think you could do the role, but don't have all the desirable experience, we would still love to see an application from you.

WE REALLY NEED YOU TO HAVE THESE

Skills & Knowledge	Why do we need this?
Excellent communication and interpersonal skills	You'll welcome young people and visitors, answer appointment enquiries, and keep colleagues informed about arrivals, delays, and cancellations.
Strong organisational and time management skills	You'll keep appointments, attendance records and day-to-day admin organised so young people and colleagues have the information they need.
Working knowledge of Microsoft Office applications and digital administration systems	You'll use digital systems to update records, manage calendars, enter information, and prepare documents.
Understanding of confidentiality, safeguarding and data protection principles	You'll handle personal information, keep records confidential and follow procedures for reporting concerns about a young person's safety or wellbeing.
Experience	**Why do we need this?**
Experience of working in a customer-facing, reception, or front-of-house role	You'll be a first point of contact, signing visitors in, answering questions, and helping young people find their appointments.
Experience of providing administrative support in a busy environment	You'll support the team with data entry, document preparations, filing, scanning, and keeping records up to date.
Experience of coordinating appointments or diary management	You'll book and rearrange appointments, update calendars and let colleagues know about changes.
Experience of managing multiple tasks and competing priorities	You'll need to decide what to deal with first when visitors arrive, enquiries come in and admin tasks need completing.

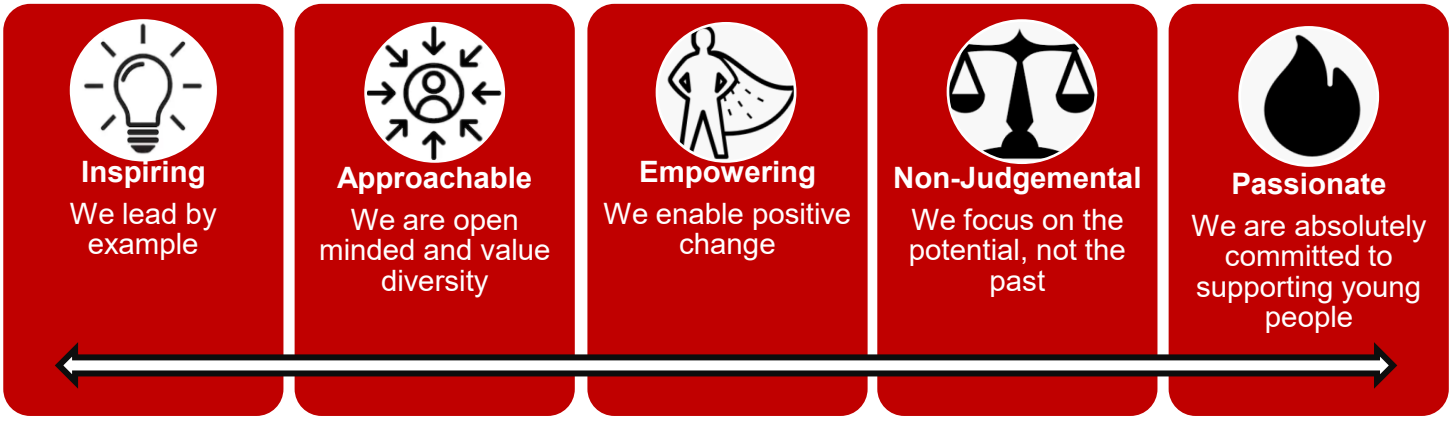
WE WOULD LOVE IT IF YOU COULD DO THIS

Experience	Why do we need this?
Experience of working with young people or within youth, education, employability, or community services	You'll welcome young people accessing employment support, so this experience would help you understand their needs and make them feel comfortable using the service.
Experience of safeguarding practices of Young People.	You'll be the first point of contact for Young People arriving to the Centre.
Skills & Knowledge	**Why do we need this?**
Knowledge of local youth support, community, or employability services	This would help you understand the services young people and partner organisations may refer to when making enquiries.
Continuous improvement mindset with the ability to suggest process efficiencies	You'll be using reception and admin processes every day, so you may spot simple ways to make them easier for young people and colleagues.

WHAT DO WE EXPECT FROM YOU?

OUR VALUES

Our values are at the heart of everything we do – they articulate who we are and how we work together to achieve our aims to help young people.



Here at The King's Trust, we're committed to equality, diversity, and inclusion. We want to be an organisation that's representative of the communities we serve, which is why we strive for diversity of age, gender identity, sexual orientation, physical or mental ability, ethnicity, and perspective. Our goal is to create an environment where everyone, from any background, can be themselves and do the best work of their lives.

We're a Stonewall Diversity Champion and we are Disability Confident employer. Our staff, volunteers and young people are supported by KT CAN (our Cultural Awareness Network), KT GEN (Gender Equality Network), KT DAWN (Disability & Wellbeing Network), and PULSE (LGBTQIA+ Network). For more information, click here.

OUR BEHAVIOURS

We expect certain behaviours from you about how you interact with colleagues, our partners, young people & the public. As someone who works at the support level, we would expect that you live these behaviours.

Leading by Example	Continuous Improvement	Effective Communication	One Team	Delivering Results
You inspire others through passion for their work. You keep young people and our end goal in mind. You're calm, confident and resilient under pressure. You're authentic and bring unique talents to work, encouraging others to do the same. You role model integrity and act according to our Values	You inspire others by embracing change and demonstrate flexibility in adapting to it. You demonstrate creativity in order to improve how things are done in your own area of work. You seek to learn and enhance your own development. You give and receive feedback, building awareness of own strengths and development areas	You're approachable, clear, and professional. You treat people as individuals, tailoring communication accordingly. You communicate messages and challenge others' thinking effectively. You listen to others with empathy and sensitivity. You support and protect The Trust's reputation when communicating externally	You offer support to colleagues and ask for help when needed. You manage the expectations of others. You share knowledge and information. You build relationships with team members across The Trust and externally, where appropriate You seek to increase awareness of how The Trust works across functions	You plan and organise own time and resources to meet deadlines. You adjust priorities as circumstances change. You make effective, data-driven judgements and escalate decisions when needed. You take the initiative to create and implement solutions

THE WELFARE OF OUR YOUNG PEOPLE

The King's Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. As part of this commitment, we undertake basic disclosure checks per the Codes of Practice for all roles within The Trust, and for our roles working directly with young people, at an enhanced level. Having a criminal record will not automatically exclude applicants.