

Administrator

Candidate Pack September 2024



Welcome from our CEO

Dear Applicant,

Thank you for your interest in the National Youth Agency (NYA).

The NYA is both the steward and champion for youth work and young lives are increasingly complex, as they transition from child to adulthood in a society shaped by rapid technological advancements, social change, climate change and unprecedented global challenges. The digital era has transformed communication, education, and employment, presenting boundless possibilities, yet also giving rise to concerns about screen time, online safety, and digital wellbeing. Furthermore, the Covid-19 pandemic has underscored the significance of resilience, adaptability, and mental health support for young people.

In these ever-changing times, the NYA remains adaptable, innovative, and responsive to the evolving needs of our young people and the extraordinary youth workers who support them. We believe in the power of youth work to help shape the future of young lives.

We are looking for candidates like you, who are passionate about the work we do. As part of the NYA team, you'll have the opportunity to help imagine and realise a stronger and more positive future for young people. You'll be committed to our mission and values and expand the range of skills and experiences within the organisation. We particularly welcome applications from candidates who will help NYA better reflect the diversity of the youth sector.

If you believe you possess the attributes, skills, and knowledge that would benefit our development we are excited to hear from you. We're committed to help you with your development, and the successful candidate will receive a full induction programme on all aspects of the NYA.

Join us and help us to continue transforming the lives of young people through youth work.

Yours faithfully,

Leigh Middleton OBE



About Us

All young people deserve a productive, fulfilling future. Society needs the spark and energy of young people to make it tick, yet somehow thousands of young people feel blocked by the complex, sometimes disheartening challenges the modern world throws at them.

Youth work is the best methodology to unlock young people's potential by providing high quality support and opportunities. Skilled youth workers build relationships that support young people to explore their personal, social, and educational development. Youth work enables young people to develop their voice, influence, and place within society.

As the national body for youth work, NYA has a dual function. We are the professional, statutory, and regulatory body (PSRB) responsible for qualifications, quality standards and safeguarding for youth work and services in England. In line with our charity mission and aims, we also champion youth work through research, advocacy, campaigns, and programmes.

We work in partnership and believe in collaborative leadership, listening to youth workers and the youth work sector so that we can understand their needs and respond to the challenges they face. **We are ambitious for youth work and for young people** and integrate youth voice and influence across our work

NYA continues to work closely with government to inform policies with young people, and in support of regional youth work units, local authorities, and voluntary services across communities. We lead on workforce development for qualified youth workers, volunteers, and related professions.

The NYA places young people at the heart of all we do. That is why today 34% of our employees are young people collaborating to help make the big decisions that affect them.



OUR VISION

A world where every young person can access youth work



OUR MISSION

Enable more people to deliver great youth work



OUR PURPOSE

Enable great youth work to happen by setting the standards, growing the capacity and building the case to improve the quality and quantity of youth work in England

Our values



COLLABORATIVE

We connect to share, learn and grow. We know that together we are greater than the sum of our parts.



DETERMINED

We are ambitious for youth work and for young people and push ourselves to overcome barriers and open up new opportunities.



INCLUSIVE

We embrace, respect and value diversity in all its forms and act in a way that demonstrates this in all we do.



AUTHENTIC

We say what we believe and follow it up with action.



BOLD

We are evidence-informed and innovate to push boundaries.

Operations Directorate Overview

The **Operations Directorate** at the National Youth Agency (NYA) ensures the seamless daily functioning of the organisation. The Directorate oversees our core internal teams such as Digital, Finance, Administrative Support, and Human Resources as well as our successful national programmes and projects.

The Operations Directorate is responsible for maintaining operational efficiency and supporting the broader mission of the NYA, enabling its strategic goals and long-term objectives to be met.

The **Administrator** role sits within our core administrative support team and is line managed and directly reports to our Executive Assistant.

We work hard, and we are committed to always doing our best for youth work and young people.

We create the conditions for great youth work to happen.

About the role and responsibilities

We are seeking an experienced administrator to support our work across the organisation. You will join a committed, lively team working together to transform the lives of young people through the power of youth work.

This role will be responsible for providing an efficient and effective, day to day, admin support function for the wider organisation.

Whilst a broad range of administration duties will be required, we are looking for a friendly, professional, and enthusiastic individual who can deliver an extremely high level of customer service to our stakeholders and colleagues. The role is extremely varied and an ability to multitask is essential.

This role would suit someone who is confident, flexible and has great communication and organisational skills.

We need a self-starter who enjoys a challenge, can hit the ground running and is able to work remotely.

You will:

- Have previous experience in a wide range of office administration tasks and be proficient in the use of Outlook, Zoom, MS Teams, MS Word and Excel. Intermediate skills in MS Excel are desirable.
- Be confident in working independently and using your own initiative, as well as working in a team under direction.
- Be a confident speaker (telephone and in-person). The role will involve liaising with internal and external colleagues and organisations in a professional and informed manner.
- Whilst this is a remote flexible-working role, ideally the postholder will live within commutable distance to our office in Leicester as there may be times when office administration support is required.

How that looks day to day

This role has a wide-ranging remit, but day to day your work will include:

- Co-ordination and arrangement of meetings and events.
- Acting as the point of contact for internal and external stakeholders ensuring all telephone and email enquiries are dealt with effectively and in a timely manner.
- Finance administration; supporting with processing expenses and the reconciliation of credit card payments.
- Preparing reports, documents and presentations for internal and external meetings.
- Support meetings including providing agendas, minutes and briefing documents.
- Booking travel, accommodation and venues.
- Any other duties that may reasonably be required of the role.

No two days are the same in the NYA. We are creative, responsive and flexible, and work together to achieve our goals set out in our [2024-29 strategy](#), *Enabling Great Youth Work to Happen: Our strategy for youth work in every place and space.*

About You

Our ideal Administrator should have the following:

- Excellent interpersonal skills with good spoken and written communication skills.
- Good organisational skills with a flexible attitude.
- The ability to prioritise and organise workload.
- Experience in database management
- Excellent telephone skills and a professional, courteous and helpful manner.
- Experience in organising meetings and events, ensuring all necessary arrangements are in place.
- Experience of minute taking and diary management.
- Experience of working in a team and ability to communicate with staff at all levels across the organisation.
- Excellent IT skills and ability to interpret data.
- Comfortable using digital /interactive communication tools such as Zoom and TEAMS.
- Solution focussed and pro-active approach to work.

Desirable:

- Intermediate level skills in MS Excel.
- An interest in young people's personal development and participation.
- Flexible and able to work occasional weekends and evenings within the UK, when required by the role.

Our Commitment to Equality, Equity, Diversity and Inclusion

The National Youth Agency is an equal opportunities employer. Committed to equal opportunities policies. We welcome applications from all backgrounds so that our team mirrors the community we serve. We welcome applications from anyone regardless of disability, ethnicity, heritage, gender, sexuality, religion, socio-economic background and political beliefs.

We are committed to providing an inclusive experience for all those who want to apply, and we are committed to removing any barriers in our recruitment processes. So, during the application process we commit to:

- Paying for childcare whilst you are at interviews where these take place in person.
- Paying for your travel costs to the office and back for interviews held in person.
- Making any reasonable adjustments – for example ensuring sign language interpreter organised in advance if you'd like them.
- Providing this document in a word document format readily available to download.
- Offering a guaranteed first stage interview with for disabled candidates who meet the minimum requirements for the role.

Why work for us?

Our team members rated NYA **9 out of 10** as an employer **90%** would recommend working at NYA to their friends and family.

What our team say about working at NYA*:

'A great environment to work, with colleagues who I care for & who care about me'

'I feel INCREDIBLY supported & grateful to work for this fantastic organisation'

'Always willing to listen, providing trust & freedom as an employer'

*Source: NYA staff survey November 2023

- NYA operates as a people-first organisation, prioritising the well-being and needs of its employees.
- NYA offers an exceptional flexible working approach which encourages our team to balance professional responsibilities with their personal life.
- Predominantly a remotely based team, spread across England, fostering inclusivity and diverse talent. Despite geographical distances between team members, NYA maintains a highly motivated and connected team through the optimisation of digital tools.
- At NYA we have a shared vision and objectives, and our team often express how our supportive work culture increases motivation and promotes teamwork and productivity.
- NYA is committed to supporting the continual personal and professional development of our team and helping them achieve their ambitions.
- We provide 25 days leave plus 8 days, life assurance scheme, 5% employer pension contribution and a comprehensive Employee Assistance Programme with unlimited specialist support.

Additional Information & How to Apply

Location – Home based/remote working with occasional travel

NYA has its home in Leicester which is available for staff to work or host meetings. The whole team come together throughout the year for relationship and team-building events. This role may require travel to meetings, events and conferences at times. Ideally the post-holder will live within commutable distance to our office in Leicester.

Remuneration

£22,042 - £26,800 per annum dependent on experience.

Terms of Appointment – 12 Month Fixed-Term Contract

An offer of appointment will be made once candidates have been interviewed and will be subject to satisfactory completion of eligibility checks, including references, UK Right to Work and Enhanced DBS checks. If you are offered an appointment, you will receive a detailed summary of your main terms and conditions within your contract of employment. All roles have a six-month probationary period.

Hours

Full-Time 37 hours per week, flexible working.

Safeguarding

This role is subject to the provision of all child protection legislation, and all policies governing staff that work with children and vulnerable adults.

Our Support for You

We will provide a full induction and supported journey into the role.

If you wish to apply for this position

Please apply by submitting the below via our Hireful ATS platform:

- A detailed CV setting out your career history, with responsibilities and achievements in line with the person specification in the **About You** section.
- A covering letter highlighting your suitability for the role and how you meet the requirements in the **About You** section. **Please note that the covering letter is an important part of the application and will be assessed as part of your full application.**
- Diversity monitoring – This is optional, and your data will at no time be connected to you or your application.

If you experience any difficulties applying via our online application process, please send the above documents via email to recruitment@nya.org.uk

Closing date: 14 October 2024 – *We may close early if sufficient applications are received.*

Interviews: Tuesday 29th October 2024

More about us

Discover more about the National Youth Agency and our work at: nya.org.uk