



International  
UK & Ireland

# HR Admin Applicant Pack



# Operations Director Welcome

Hello!

I'm glad you're interested in applying for our HR Administrator role. It's an exciting time to join the mission of Young Life International in the UK and Ireland. We're just coming out of an energetic summer season where over 1000 young people attended our day and residential camps, and around 200 made clear decisions to start or recommit to a relationship with Jesus! But this is certainly not the end of our journey with them - our dedicated volunteers and staff are now tirelessly loving, supporting and equipping these young Christians to grow in their personal walk with God and get established in local churches.

The Operations Team is the engine room, helping provide the framework for all of this to happen. Although we are a remote team, our hearts beat to the same drum. Every process we polish, spreadsheet we sort and problem we fix is part of the way we offer our bodies as living sacrifices to God as our true act of worship (Romans 12:1-2). Operating our HR processes is crucial to helping us take good care of the people God has given us, and for the whole mission to run effectively.

I hope the rest of this Applicant Pack helps you understand more about who we're looking for and what they'd be doing.

**We are also actively seeking a new part-time Finance Administrator.** If you'd like to apply for both roles, please state this in your application form in the "job role you are applying for" section.

Are you hungry for the joys and challenges that this role will bring? If so, I can't wait to read your application.

In Christ,

Benedict Sutton  
Operations Director



# Contents Page

What?	Where?	Why?
Operations Strategic Context	Page 3	Explains how the HR Administrator role drives forward the mission of the HR department, Ops Team and the Young Life mission as a whole.
Operations Team Values	Page 4	These are core to how we do what we do - we look forward to our new team member co-labouring alongside us, united with this same spirit.
Job Description	Page 6	Explains what you would be doing.
Person Specification	Page 8	Explains what sort of person we're looking for.
Additional Job Information	Page 9	Explains job benefits, terms and conditions, team commitments and next steps for the role.



# Operations Strategic Context

## OPERATIONS SERVICES

*We deliver our Mission through providing the following services across each Department:*

- Policies
- Procedures
- Training
- Systems
- Situational Response
- Bespoke Support

## OPERATIONS DEPARTMENTAL MISSIONS

- Safeguarding: Caring well for our young people
- HR: Caring well for our staff + volunteers
- Finance: Caring well for our money

*Other responsibilities include Legal and Systems.*

## OPERATIONS TEAM MISSION

*Helping our staff and volunteers to thrive by anticipating, developing and delivering excellent operational services.*

## YOUNG LIFE MISSION

*Introducing every young person throughout the UK & Ireland to Jesus Christ and helping them grow in their faith.*

# Operations Team Values



**Christ Centred:** We exist to glorify God, and we can only thrive in our roles when we are serving out the strength that the Holy Spirit gives us, and in surrender to His will.

- “Unless the Lord builds the house, its builders labour in vain. Unless the Lord watches over the city, the watchmen stand guard in vain. In vain you rise early and stay up late” (Psalm 127:1-2)



**Collaborative:** We serve alongside a range of roles and want to make the most of the contribution that each person brings (e.g. country admins, divisional / global operations, RLT, field staff).

- “Honour one another above yourselves” (Rom 12:9-16)
- We are called to be “one body” as believers, and to give honour to the parts that are different (Rom 12:4-6; 1 Cor 12:12-30).



**Compassionate:** Our hearts beat for the lost and hurting young people who our field staff and leaders are reaching. We therefore want to be supportive, adaptive, creative, discerning and listening.

- “When Jesus landed and saw a large crowd, he had compassion on them ...” (Matthew 14:13-23).



**Credible:** Help the field to be credible by providing excellent, high quality services, that are both well-tailored and rigorous.

- Throughout the Old Testament, the Lord appoints skilled workers to complete exacting tasks for His glory (Ex. 25 - 31).

Help everyone to testify to the Lord’s handiwork through effective processes and accurate data (e.g. financial provision, organisational growth, etc).

- Jesus’ miraculous power in feeding the 5,000 was amplified through the way that the disciples organised the crowd into groups and counted up the baskets of leftover food (Matt 14:12-21).



**Courageous:** Support the field and leadership in anticipating changes and making well informed decisions.

- By holding up his arms and providing a stone for him to sit on, Aaron and Hur supported Moses to hold up his staff so that the Israelite army would be victorious over the Amalekites. (Ex 17:8-16).

Make operational decisions that are sound and fair, accountable to field leadership and boards.

- “Trust in the Lord with all your heart and lean not on your own understanding; in all your ways submit to him, and he will make your paths straight.” (Proverbs 3:5-8).

Be willing to diverge from operational orthodoxy where suitable to develop the mission.

- E.g. Noah building the Ark (Gen 6:9 - 8:22).

Be accountable to field leadership and boards



# Job Description

**Salary band B1-B2**

**16 hours per week**

**Works mainly from home**

## **Background**

We share the message of Jesus with young people all over the UK and Ireland through building relationships with teenagers (aged 11-18) and earning the right to be heard. Young Life International and Young Life Ireland are fast-growing Christian charitable organisations and daughter entities of the global organisation of Young Life.

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## **Purpose of Position**

Help to give every young person the opportunity to follow Jesus and grow in their faith by delivering excellent HR services to support direct ministry, as a key member of the Operations Team.

Processes / Service Delivery

Deliver all services and processes you are responsible for on a timely basis according to the Ops Team Values of being Christ Centred, Collaborative, Compassionate, Credible and Courageous. Included duties (but not limited to):

1. Coordinate recruitment for all staff and trustees, maintaining oversight of each step of the process and communicating with all relevant parties as needed.
2. Coordinate the staff leaving process, maintaining oversight of each step of the process and communicating with all relevant parties as needed.
3. Collate payroll information and send an accurate record to the accountant each month
4. Provide administrative support for disciplinary and grievance case management
5. Provide administrative support in preparation of HR materials for board meetings
6. Manage incoming enquiries from staff accurately and in a timely manner.
7. Maintain documentation across the department.
8. Engage with field staff to resolve incoming queries and ensure processes are executed effectively.
9. Suggest improvements to existing processes and identify any needs for new processes.

## **Systems**

1. Maintain forms used in Operoo
2. Keep staff records up to date in People HR, Workday and Google Drive, including adding and removing staff as needed
3. Utilise shared email and Asana accounts to manage and organise tasks
4. Engage with field staff to ensure field facing systems are used effectively.
5. Suggest improvements to existing systems.
6. Contribute to research for the development of new systems.
7. Contribute to the development of user training for existing and new systems.

## **Risk**

1. Contribute to legal compliance duties across HR.
2. Undertake accurate and timely internal record keeping.
3. Undertake data entry for external submissions.
4. Assist at audits where relevant.

## **Projects**

- Contribute to specific elements of departmental projects as requested.
- Contribute to individual projects relating to your day to day tasks.
- Maintain an awareness of the purpose of projects you are working on and alert the project manager to relevant developments or roadblocks.

# Job Description

## **Policies**

Contribute to the administration of all departmental policies / procedures / guidance (collectively referred to as “policies”).

- Contribute to the development of new policies as needed (e.g. by carrying out research or testing systems).
- Update existing policies as requested.
- Contribute to the filing and organising of departmental policies - maintaining consistency across different platforms.
- Support the effective use of internal communications to issue key policy reminders.

## **Training**

- Assist in the delivery of training as assigned.
- Accurately record training completed.
- Review training feedback and share recommendations with the team.

## **Situational Response**

Assist the departmental manager to ensure that any relevant issues or incidents that arise are resolved effectively and swiftly.

- Provide administrative support to the situational lead
- Maintain an awareness of where urgent or serious issues may arise in the department (for example, payroll related queries, potential disciplinary, grievance or safeguarding cases or urgent recruitment queries)
- Alert the HR manager of any immediate or potential incidents.

## **Operations Team**

- Model the Operations Team values of being Christ Centred, Collaborative, Compassionate, Credible and Courageous.
- Actively contribute to Operations Team meetings, including leading Bible studies, prayer sessions and contributing to wider discussions (e.g. around operational growth).

## **Relationships / Stakeholder Engagement**

- Field relationships:
  - Serve as an ambassador for the Operations Team, lifting up our field teams in prayer and actively building relationships with field staff and volunteers. Make the most of being present with staff at in-person events and make the most of personal and group discipleship opportunities.
  - Listen to field feedback to inform the development of the function.
  - Seek to promote best practice functional principles within the wider staff culture.
- Peer relationships: With prayer and Scripture as a cornerstone of all you do, foster healthy working relationships and collaborate closely with your peers (Operations Team, Country Administrators, Regional Administrator, Europe Operations Team, Service Centre Personnel).

## **General**

- Identify your professional development needs and work with your line manager to help you develop in your giftings.
- May include domestic and international travel for meetings, conferences, training, field visits, camps, etc.
- This is not intended to be an exhaustive list of duties and other tasks may be reasonably requested by your line manager, the Operations Director or UK & Ireland Regional Director.

# Person Specification

The person specification will be used to assess the suitability of applicants. It is highly likely that essential criteria will need to be met in order for an applicant to progress to interview. However, there may be some cases where this does not apply. It is not expected that applicants will meet all of the desirable criteria, they are there to help differentiate between applicants.

Criteria	Essential	Desired
<b>Skills/Abilities</b>		
High attention to detail	✓	
Keen to learn, grow, develop and ask for help	✓	
Able to recognise role of team members in processes and know when to draw other people into a task or project	✓	
Able to work independently, proactively managing own workload	✓	
Friendly yet professional manner	✓	
Can operate within “the box” but also think of suggestions to work outside of it	✓	
Keep sensitive data confidential and have good instincts around data privacy	✓	
Can manage conflicting deadlines and priorities	✓	
Confident using Microsoft Office applications	✓	
Build trust and rapport with those you are supporting with queries	✓	
Can produce suitable notes and action points from meetings	✓	
Good written and verbal communicator		✓
Analytical – can identify problems and suggest solutions		✓
Adapt quickly to changing situations/demands/needs		✓
Can teach/explain new systems to others		✓
<b>Knowledge</b>		
Knowledge of HR legislation		✓
Knowledge of current data protection legislation		✓
<b>Experience</b>		
Experience in a people facing environment	✓	
Experience in operating spreadsheets effectively (e.g. using formulas, sort/filter functions, etc.)	✓	
Experience/working knowledge of People HR, Operoo, Workday, Asana and/or Google Suite		✓
Experience in an administration/coordinator role (paid or voluntary)	✓	
Experience working in a charity and/or youthwork context (paid or voluntary)		✓
<b>Qualifications</b>		
A Level A*-C (or equivalent) in a relevant subject (eg Maths, business)		✓
GCSE A*-C (or equivalent) in Maths and English	✓	



# Person Specification

## ***Personal Attributes/Circumstances***

Has an active Christian faith with an appetite to grow in their own discipleship	✓	
Is comfortable praying in a group setting		✓
Is keen to further the mission of the organisation	✓	
Able to travel to Hertfordshire/Bedfordshire area up to four times twice a year for in person events, with increased travel during the induction phase.	✓	
Willing to work according to YLI policies and practices	✓	

The successful candidate will be asked to sign our Faith and Conduct Policy.

# Additional Job Information

## Benefits

- 28 days paid annual leave (pro rata)
- Flexible Working
- Remote Working
- Paid Sick Leave
- A positive work environment, focussed on thriving staff and healthy work-life balance

## Terms and Conditions

Job Title: HR Administrator

Contract: Permanent

Hours: 16 hours a week

Annual Salary: £25,500 - £29,261 pro rata (dependant on experience)

Location: Home based, with some travel as per meetings schedule

Responsible to: HR Manager

## Team Meeting Commitment

This is indicative of the expected level of meeting commitments, which may vary as needed:

1. Induction - 3-day in-person session with the full Operations Team
2. Once a week - 30 to 60 minutes online line manager catch up
3. Monthly online meetings - Ops Team
4. Termly - manager reviews/planning meetings with HR Manager (one will be the annual review) - 1-2 hours.  
Online or in person.
5. Twice a year - in person events with the Ops Team (include Christmas annual review and meal)
6. Once a year - all staff gathering with HR Manager

## Next Steps

To apply for this role, complete the online application form [here](#).

You will need to use the following information to do that.

Note, the form will time out if left untouched for an hour, so we recommend you collect the below information and draft your personal statement before transferring it to the application form itself

- Name of Hiring Manager: Vicky Shepherd
- YLI Area/Region: Operations
- Details of any qualifications you would like us to know about - include non-academic qualifications such as driving licence, food safety, first aid etc. (type of qualification, subject of qualification, where studied, date achieved, grade achieved)
- Details of any training you have had that may not have led to a qualification (subject of training, organiser of training, date completed)
- Details of your past and current employment/voluntary work (details of your employer, start date, end date, brief description of duties, reason for leaving)
- Your personal statement: Why you feel you would be suitable for the role. You should refer to the job description and person specification in your answer, if you have them. Please include any experience you have with Young Life International (in the UK or in any other country) and/or with young people.

The closing date for applications is **Monday 23rd November, 8am.**

First round interviews are currently planned for **Monday 4th and Tuesday 5th November 2024.**