

Job description: Project Officer (Operations)

Duration: Permanent

Salary: O3, London, £34,529 per annum

Location: Flexible

Reporting to: Operations and Project Manager

Department: Charity Services

Key working relationships: Departments internally and external key stakeholders

Purpose of the job

This position plays a vital role in working on UK Youth's Ambition property portfolio, as well as the broader operational running of UK Youth, helping to ensure we deliver our mission to help every young person in the UK have the opportunity to thrive.

Part of the Charity Services Team, this role supports the management of our internal systems, data and processes. The Project Officer (Operations) is responsible for:

- supporting the administration and management of our Ambition property portfolio
- collating and reporting on our operational data and information, including supporting the use of our CRM system, Microsoft Dynamics
- work with the Head of Operational Improvement and the Operations and Project Manager to regularly monitor and coordinate priorities

Why work at UK Youth?

We are a value-based, passionate and committed organisation offering a friendly working environment with lots of opportunities for professional development and socialising (even whilst we are all working remotely!) from lunch and learn sessions, staff quizzes, to virtual coffee meet-ups.

UK Youth prides itself on being an Equal Opportunity employer and we would particularly welcome applications for this role from those who identify under one of the protected characteristics under the Equality Act 2010.

We value the differences that a diverse workforce brings and are committed to inclusivity, and to employing and supporting a diverse workforce. Our selection procedures ensure that people are treated on the basis of their relevant merits, experience, skills and abilities and that no individual receives more or less favourable treatment.

We welcome applications from groups currently under-represented in our organisation including BIPOC, LGBTQIA+ and persons with disabilities. We are also currently underrepresented by men, and so are seeking applications from different backgrounds, cultures, age, experience and identity to bring a wide range of experiences, ideas, views and insights to UK Youth.

Key responsibilities

Ambition property portfolio (60-80%)

- Support the administration of the Ambition property portfolio ensuring that records are up to date and accurate
- Maintain and manage the central Ambition emails and telephone lines, dealing with enquiries promptly ensuring accuracy of responses
- Support Ambition projects, including researching and documenting information about properties and clubs (this may include some visits to properties as needed, located throughout the UK)
- Support the management and maintenance of the Ambition archives
- Support the development, and eventual management, of an Ambition-specific portion of UK Youth's CRM

CRM (Microsoft Dynamics) (10-20%)

- Support the administration of the Dynamics User Group, including preparing agendas, logging and managing actions and taking notes/ minutes
- Support the administration, maintenance and management of our CRM, Microsoft Dynamics, working with the Microsoft Dynamics Manager and Head of Operational Improvement
- Support the Microsoft Dynamics Manager to triage first level support to staff across the organisation
- Support with training on the CRM across UK Youth, including creating guides and sessions as needed
- Support the project management of our CRM optimisation projects, including the logging and monitoring of actions and coordinating with the external provider when needed

Operations & data (~10%)

- Support the development and maintenance of regular reporting of operational information, and coordinate its collation, as required; Maintain data accuracy and integrity; identify and reinforce 'single source of truth'
- As needed, support the development and maintenance of organisational dashboards and similar business information and analysis tools
- Provide first-level analysis of operational data, monitoring and analysing it in relation to the organisation's performance, risks, and strategic objectives
- Support the organisation's management of data protection and security
- Provide occasional assistance to IT team
- Respond efficiently to data requests from other departments and external parties as needed

Officer behaviours and expectations

All staff at UK Youth will demonstrate their commitment to our mission to ensure all young people are equipped to thrive and empowered to contribute at every stage of their lives. They will also be

able to fulfil the below expectations and behaviours:

- Be committed to safeguarding principles, and be willing to put the welfare of children and young people at the forefront of your work
- An understanding and belief in the inclusion of all staff, partners and young people irrespective of race, gender, sexuality, age, religion, ability, identity, and experience
- Actively promotes and embeds an understanding of equity, diversity and an inclusive culture
- Able to take personal accountability for key work areas and understand individual accountabilities within work areas back to inform planning and decision making
- Able to identify cause and effect relationships and take a solution focused approach
- Able to be solution focused in their thinking and approach
- Undertake any other duties and reasonable requests that are in keeping with the nature of this post

Person specification

Experience

- Experience of supporting others to use data and information to inform their decision making
- Experience of working with datasets and running numerical analyses
- Experience of working in deadline-driven work environments
- Experience of dealing with sensitive information

Knowledge, skills and understanding

- Experience of analysing quantitative and qualitative data, including working with large datasets
- Good logic & data management skills
- Ability to use analysis in order to drive improvements in performance
- Relationship management skills; the ability to establish effective working relationships with people at all levels, internally and externally
- Good written and verbal communication skills, particularly when explaining numerical data
- Excellent attention to detail
- Well-developed IT skills, including a good understanding of using Excel for data analysis and the whole Microsoft Office applications
- Excellent time management and strong organisational skills
- Understanding and empathy with the needs of young people and the work of UK Youth
- Knowledge of data visualisation tools (such as Power BI, Tableau) preferred but not essential
- Knowledge of Microsoft Dynamics (or other CRM systems) preferred but not essential

Personal qualities

- Ability to thrive in a fast-paced environment with competing priorities and to work flexibly and as part of an effective team

- Pro-active approach, self-motivated and enthusiastic with high levels of initiative and commitment to achieving results
- Willingness to complete tasks and activities to support colleagues outside of formal role
- Ability to work under pressure and independently with minimal instruction
- Prioritisation of tasks and workload is key, as is flexibly responding to the different needs of the charity and its projects, as they evolve. Some tasks may be set up, and time intensive to start with, but once in place can require less time

This post is subject to receipt of two satisfactory references, an enhanced DBS check and the 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.