

Role Profile	Administrator - Youth Investment Fund (YIF)
Salary	£28,000 per annum
Hours	Full time – Flexible hours
Job type	Fixed Term Contract until June 2025
Location	Remote based (UK) with some mandatory travel to London (approx. 8 times per full year)
Closing Date	11 th August 2024
How to Apply	https://app.beapplied.com/apply/f4n4xraq4s

About the Youth Investment Fund (YIF)

The Youth Investment Fund (YIF) is over £300m of capital and revenue grants, funded by the UK Government.

YIF is a commitment to young people to transform and level up the out-of-school youth sector. It will provide truly innovative youth facilities in levelling up priority areas, and early-stage/seed resource funding to underpin them, enabling more positive activities that deliver improved outcomes for young people.

Phase 1 was launched in January by Children in Need on behalf of the UK Government delivering £12 million of funding for small-scale projects and we’re now delivering phase 2.

Our aim is to deliver grants for up to 300 facilities that:

- represent positive value for money,
- are environmentally sustainable,
- and enable positive activities for young people aged 11 to 18 (up to 25 for young people with Special Educational Needs and Disabilities)

in eligible places across England, by 2024/25

www.youthinvestmentfund.org.uk

About Social Investment Business

For over two decades, Social Investment Business has provided finance and support to charities and social enterprises. We empower these organisations to do what they do best - serve the communities they operate within.

Find out more about what we do: www.sib.org.uk

Our values are: People First, Curious, Bold, Collaborative, Accountable

For further information on our values please visit <https://www.sibgroup.org.uk/about-us/work-with-us/>

About this role:

This role plays an important part in enabling the YIF team to support the delivery of the Fund and to provide excellent customer service to its grantees.

We are looking for someone who: is motivated by our mission and is looking for an administrative position at SIB. You will need to like working with numbers, be good at scheduling calls and engaging with customers and have excellent attention to detail.

Key responsibilities

1. To support effective triage of YIF grants to enable timely monthly disbursements to take place.
2. To ensure that calls are scheduled with each grantee due a disbursement in each month.
3. To support the team with reconciling spend evidence.
4. To undertake these calls with each grantee, checking the figures they have shared through the grantee community in Salesforce, updating these figures diligently and accurately.
5. To collect additional information on the progress of each grantee's capital project, updating relevant fields in Salesforce diligently and accurately.
6. To collate all relevant updates from each month's calls, and share this reporting with the Senior Relationship Manager and Head of Property Funding to enable accurate cross-checking with the finance team and timely reporting to DCMS.
7. To manage the customer inbox on a daily basis and respond to enquiries from customers using guidance notes and where necessary escalating queries to the YIF Admin Team Leader in the first instance.
8. To maintain grantee tasks in Salesforce and ensure that Relationship Managers are aware of any actions that have arisen from monthly calls.
9. To provide support where necessary to external Relationship Managers.
10. To support general administrative coordination across approved grants, most particularly those relating to disbursements, data input, data checking and task management.

11. To work within the organisation's values, principles and processes to achieve operational excellence.
12. To adopt our continuous improvement and learning ethos.
13. To support and embed equality, diversity and inclusion into day-to-day behaviours and activities within your role as well as contributing more widely across SIB's commitment to E, D & I.
14. To support and contribute to the implementation and delivery of SIB's strategy.
15. In agreement with manager to undertake other tasks and work on cross team projects that support the objectives of SIB as required.

Core competencies

- Good team player with willingness to assist others
- Self-motivated, with high energy and an engaging level of enthusiasm
- Previous experience of using a CRM system, ideally Salesforce
- Excellent Microsoft Office Skills, including Word, Excel and PowerPoint
- Excellent customer service skills
- Good numeracy/analytical skills
- Well organised with attention to detail
- Excellent written and oral communication skills that can be adapted for a variety of audiences
- Ability to multitask, work flexibly and willingness to learn new skills
- Ability to negotiate, anticipate and solve problems and to support others to do so
- Ability to deal sensitively and diplomatically with people from all levels with a calm, professional and friendly attitude

Desirable competencies

- Advanced Excel skills