

Job Description: Services Administrator

Reporting to: Services Manager



Introduction

Young Women's Trust is a feminist organisation working to achieve economic justice for young women. We want to create change through influencing and campaigning, supporting young women and, crucially, involving more young women in debating the issues that affect them.

Work It Out is our free service that offers support for women aged 18 – 30. There are 2 parts to Work It Out – coaching and feedback/support with job applications. We are looking for a highly organised administrator to play a key role in ensuring that these services for young women run smoothly and efficiently. It's important that the postholder is friendly, adopts a flexible approach to work and pays attention to detail.

Overall purpose

- Undertake the administration of YWT's services for young women
- Carry out evaluation activities for YWT's services
- Support marketing and communications activity for YWT's services
- Review and improve administrative processes for YWT's services

Key activity

Undertake the administration of YWT's services for young women

- Deal with enquiries and sign-ups to services in a timely, empathetic and effective manner
- Day to day administration of coaching and feedback services using Salesforce database including allocating clients, checking, editing and returning feedback
- Ensure all client, coach and volunteer records are accurate and up to date
- Provide administrative support to other members of the services team

Feedback Volunteers:

- Develop relationships with Work It Out feedback volunteers - provide support and track availability, quality and punctuality. Keep volunteer guidelines updated and maintain regular contact including monthly updates

Coaches:

- Maintain regular contact with Work It Out coaches including monthly updates
- Provide administrative training and support for coaches where required including for the database

Carry out evaluation activities for YWT's services

- Undertake evaluation activities for YWT services, produce reports, review and analyse data.
- Collate and produce data as required for other members of the organization

Support marketing and communications activity for YWT's services

- Support the planning and delivery of outreach activities on and offline.
- Contribute to promotional and communications activities with external organisations and networks, including tracking on database.
- Support the digital team with social media activity to promote services and monitor engagement.

Review processes and work effectively as a small team

- Regularly review, improve and update administrative systems and processes to improve the efficiency of the service.
- Organise and divide tasks and responsibilities between administrators to ensure smooth running of the service.
- Employ a holistic style of working across YWT, demonstrating a willingness to get involved in cross-organisational projects, representing the Services team and acting as an ambassador for the whole organisation

Skills & Experience

- Experience of providing high quality administrative support within a busy team
- Experience of using Salesforce or a similar database to manage client records and familiarity with email templates, reports and dashboards
- Strong MS office skills, particularly Excel & Outlook
- Experience working with volunteers
- Familiarity with different evaluation and data collection methods such as surveys
- Able to carry out independent desk-based research
- Exceptional attention to detail, especially when dealing with sensitive client records and reports, including adhering to GDPR.
- Strong communication skills – both written and verbal
- Efficiency, good time management and ability to work to deadlines
- Desirable: experience reviewing and/or editing CVs and Job Applications
- Desirable: experience communicating with vulnerable young women
- Desirable: experience of developing/improving administrative systems

All staff members are expected to

- *Work out of the office in London*
- Engage with the charity's beneficiaries.
- Contribute to the strategic development of the charity.