



## **Charity Administrator (Kickstart) x3 Recruitment Pack**

**Help inspire a new generation  
of active citizens**

## 1. Introduction from the Chair of Trustees

**Young Citizens is an independent charity, founded over 30 years ago, which helps young people become active and engaged citizens, able to contribute positively to their communities – locally, nationally and globally.**

We believe that young people's active participation in their communities is vital to strengthening democracy society, and with the COVID-19 pandemic having such a profound impact on young peoples' lives, we believe our work is now more important than ever.



That work ranges from immersive learning projects in which young people learn about the legal justice system, to empowering children to take action on social issues, especially those that matter the most to them. We empower teachers and volunteering professionals with specialist training and resources for classroom delivery and we advocate with policy makers and influencers for all young people to receive high quality citizenship education.

All of our efforts are focussed on one very clear mission: to help young people be active citizens for life. Our work has never been more vital, and I'm delighted that you are considering being part of our work.

**Dr Edge Watchorn, Chair of Trustees**

## 2. Our mission

**We're passionate about enabling young citizens to participate actively in society.**

We do this by equipping children and young people with the knowledge, skills and confidence to make a positive difference to the communities and society in which they live.

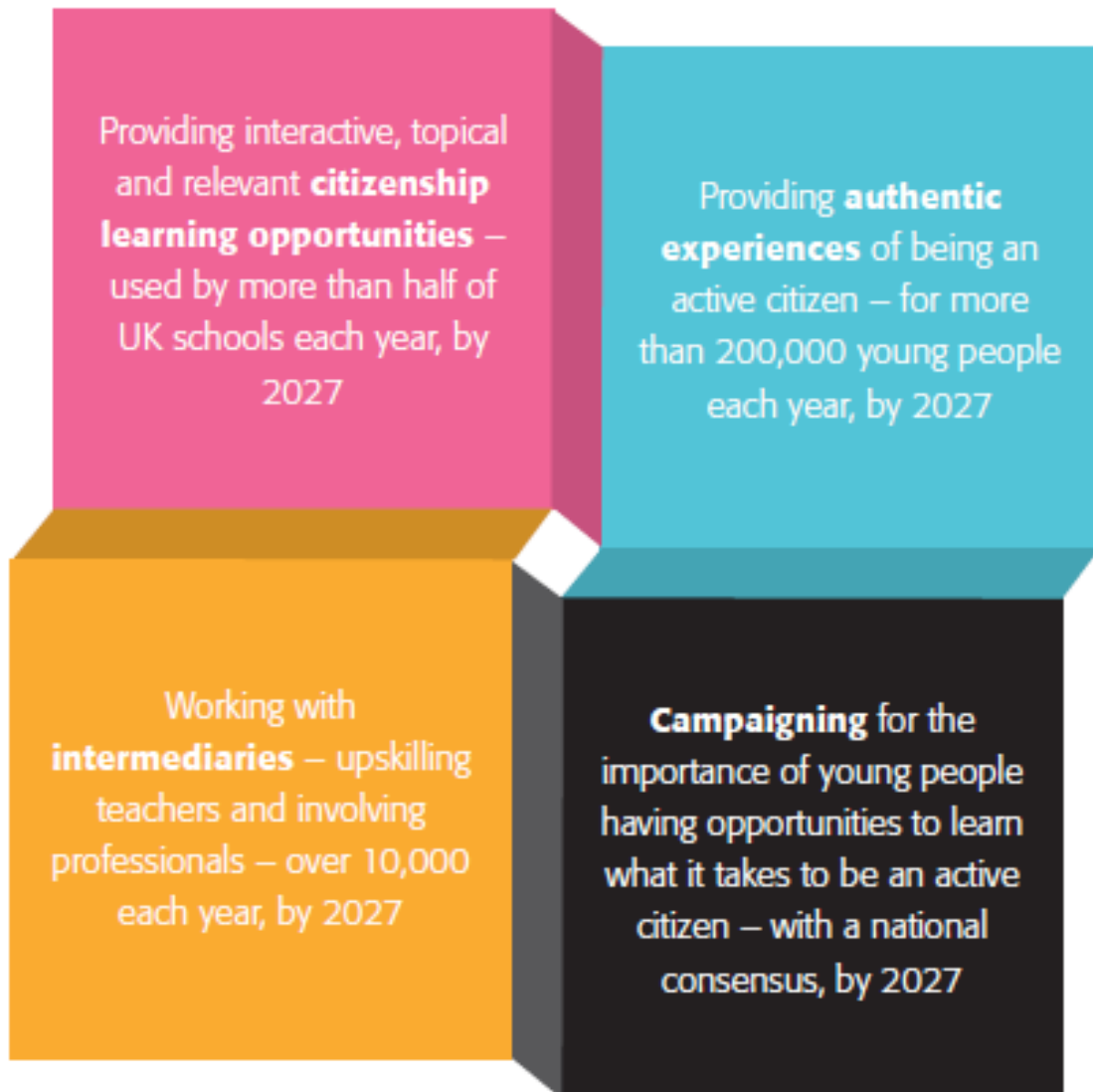
In the past year:

- ✘ 370,000 children and young people benefited either directly through involvement in our programmes, or because we helped their school to improve its citizenship education;
- ✘ We worked with 8,800 schools – split evenly between primary and secondary level;
- ✘ More than 2,000 people volunteered with us – often experts in professions such as law, media, politics and economics, many working directly with children and young people.

### 3. Our Strategic Goals

We have four strategic goals within our Strategic Plan.

Each one is aimed at significantly increasing our reach and impact by 2027.



## 4. Our Theory of Change

**We want** a fair & inclusive society based on a strong, stable & secure democracy

**To enable this, society needs more** young people be active, engaged and motivated citizens, able make a positive difference to the society in which they live – locally, nationally and globally

**We'll achieve this by helping** a greater number of young citizens to participate actively in society

**Knowledge & skills** for participation

**Confidence** to participate

Skills for citizenship – including critical thinking, emotional intelligence, debating & advocacy skills

Understand rights & responsibilities

Technical knowledge of the democratic system & its processes

Optimism & faith in ability to make a difference

Resilience to challenges

Belief & trust in democratic process

Providing interactive, topical, relevant **citizenship learning opportunities** – for more than half of UK schools each year, by 2027

Providing **authentic experiences** of being an active citizen – for more than 200,000 young people each year, by 2027

Working with **intermediaries** – upskilling teachers, involving citizenship professionals – for over 10,000 each year, by 2027

**Campaigning for the importance of young people having opportunities to learn what it takes to be an active citizen – with a national consensus, by 2027**

Ultimate aim

Vision

Specific aim

Mission

Impact

Measurable outcomes

Outcomes

Strategic goals, based on our core competences

*What we do to make this happen*

Strategic goals

## 5. Job Description

**Job Title:** Charity Administrator (Kickstart) x3

**Contract Type and Term:** Fixed term for 6 months

**Salary:** £21,158 pro rata (equivalent to London Living Wage @ £10.85 per hour)

**Location:** Spitalfields, London

**Hours of work:** 25 hours per week

**Job reference:** V0000334629

Normal office hours are 9.00am to 5.30pm but may involve occasional agreed out of hours activity (including on weekends) and working away from the office and home.

**In addition** to joining a friendly, dynamic and supportive staff team, Young Citizens offers a generous employee benefits package including an 8% employer pension contribution, 28 days annual leave (plus Bank Holidays) pro rata and volunteering leave. We even give you your birthday off!

### Main duties and responsibilities

- Help manage emails and phone calls with schools, partners and general queries ensuring they receive prompt, professional and excellent support.
- Process new registrations and renewals ensuring that schools have access to all the resources, information and support they need.
- Support the delivery of a range of online and face-to-face events, communicating with relevant schools, venues, service providers and other organisations making sure that our events run smoothly and professionally.
- Assist with invoice records and key details to ensure accurate processing by our Finance team
- Make 'runs' to the bank and post office, as well as sending and receiving mail.
- Input information into our database (Salesforce CRM) system to make sure that it is kept accurate and up-to-date.
- Provide administrative support to the wider staff team as needed – ensuring that you communicate any concerns about workload/capacity as soon as you are able.
- Keep our head office working well, stocked on supplies and looking welcoming – reporting any issues to the appropriate staff member
- Fulfil other relevant organisation-wide duties as needs arise, such as event attendance, coordinating diary dates and/or updating documents

## Potential focus areas

Whilst the three roles will be largely similar and supporting each other as administrators, we are particularly interested in candidates that might be able to lead one of the following areas (if within your strengths or preferences):

- ✘ **Engagement with schools** – which will also involve booking school visits, collecting case studies, issuing certificates, processing consent forms, collecting and inputting feedback etc.
  - **Benefits:** Chance to hone relationship management skills
  
- ✘ **Digital resources** – which will also involve laying out and formatting resources for children and adults, collecting suitable images for presentations, uploading resources onto our website, designing certificate templates, administering our online training school registrations etc.
  - **Benefits:** Chance to hone design skills
  
- ✘ **Executive support** – organising the CEO diary, taking notes at meetings (Board meetings), booking meetings, venues and catering, support to HR etc.
  - **Benefits:** Chance to support CEO and leadership

## 6. How to apply

For this role you will need to be:

- ✘ Between 16-24
- ✘ Claiming universal credit
- ✘ At risk of long term unemployment

Please **speak to your work coach** if you are not sure that you are eligible to apply. To apply, you will need to speak to your work coach and [apply through the Government's "Find a Job" Portal](#). We cannot accept any applications which do not come from this route.

Applications will be accepted on a **rolling basis** – there is **no closing date or deadline**.

Make sure to **read the information below** before submitting your application. A well written application can really help us to identify if you are the right candidate.

### **How to write a good supporting statement:**

- Tailor your supporting statement to each post you apply for. Use the information provided in the role description to make sure that you are clear what you will be doing in the role, the skills we are looking for and the skills you can bring to us.
- Tell us how you meet each of the requirements in the person specification. Giving a clear example of a time/times you performed a task similar is a good way to show you have experience relevant to the role.
- Use clear examples of how you can show that you have the skills we are looking for in our administrators. Remember – you may have developed these skills in many areas of your life – we aren't only interested in what you have gained through work, it could be volunteering or school responsibilities.
- Make sure to tell us why you are interested in working at Young Citizens specifically
- Take the time to really read through your application before sending it to us. We are looking for someone who pays attention to detail and your application will give us an idea of how important this is to you (spelling, grammar, etc.)

### **How to write a good CV/resume:**

- Your CV/resume should give a comprehensive picture of your achievements, talents and experiences. It should be **no more than 2 pages**.
- Include your full name, address, telephone number and email but please don't include photos. It's also not necessary to give your date of birth (although please note that this role is only for 16-24 year olds) or indicate your marital status.
- Tell us about your education – when you studied, where you studied, what you studied and any qualifications you've obtained, even if not relevant to the role.
- Tell us about any employment you have had – when you worked, where you worked and what you did.
- Tell us about any non-paid work – eg volunteering, sports leadership, community action, caring responsibilities.
- Tell us about any other skills or abilities you have – such as speaking other languages, IT or computer software skills etc.

As long as it is accurate and clear, we do not mind the exact style of your CV/Resume. Please note 'Google Docs' have good templates for these.

Apply now [via the Government's "Find a Job" portal.](#)