

Job Description

15 February 2016



Accountable to: Development Manager
Location: Woodrow High House, Cherry Lane, Amersham, Bucks, HP7 0QG
Salary: £22,924.62 per annum plus contributory pension
Hours: 40 hours per week
Leave: 31 days + bank holidays (inclusive of Christmas Closure Days)

We are London Youth...

Supporting and challenging young people to become the best they can be through hundreds of diverse community youth organisations and our two residential centres.

We directly develop the confidence, resilience and relationship skills of over 24,000 children and young people each year, and reach tens of thousands more through our membership network.

We deliver our mission through four strategic objectives:

1. Developing , training, connecting and quality assuring our membership network to deliver good youth work (Membership Development)
2. Creating a broad and inclusive range of quality opportunities for young people in social action, sports development, employability and outdoor education (Opportunity)
3. Ensuring our expertise and the on-the-ground voices of youth workers and young people are reflected in public policy, practice and opinion (Voice)
4. Being the best we can be ourselves; fundraising effectively, financially robust and a great place to work (Best we can be)

And we strive to act in line with our four simple principles:

1. Honesty – about what works (and what doesn't) and we learn from our mistakes
2. Collaboration – with each other, young people, our members, and the world beyond
3. Improvement – committed to continual improvement
4. Fun – in everything we do

Why work for London Youth...?

Our most recent Employee Survey revealed...

- ✓ 99% staff want to contribute to London Youth's success
- ✓ 92% staff feel they can ask questions when they do not understand something
- ✓ 91% staff enjoy their job
- ✓ 95% staff are proud of the work we deliver

About Woodrow High House...

At the end of a lane, in the Chiltern Hills, Woodrow High House creates a wonderful range of new opportunities for more than 7,000 young people every year. Through indoor and outdoor facilitation, we work with children and young people outside their normal environment. Our evaluation shows that this has a strong impact on their personal and social development, building confidence, resilience and relationship skills.

**Sales and Admin Coordinator
Woodrow High House
Job description and person specifications
15 February 2016**

Woodrow High House has a committed and passionate team including and now we are looking for a new member of the team to take on a sales and administration role.

About the role...

As our Sales and Administration Coordinator you will play a key part in the overall organisation of Woodrow High House life for both guests and staff whilst helping us to grow our client base with sales across the site. It is a vital role for the smooth functioning of Woodrow High House.

You will work closely with the Development Manager to help secure new and repeat business. You will have day to day responsibility for the management of the Woodrow booking processes and systems, taking calls from customers, ensuring contracts are accurate and that payment schedules are met. In addition, you will also contribute to marketing initiatives to expand our client base by developing new ideas and working on independent projects, such as Day Camps sales and marketing.

A further element of the role is to coordinate the necessary administration for the site including answering customer calls and emails, help with recruitment and general HR along with coordination of meetings and papers with minute taking when necessary.

You are...

- ✓ Someone who takes pride in their work and can demonstrate high quality customer service
- ✓ Friendly, organised and efficient
- ✓ An experienced communicator, comfortable using the written and spoken word to advocate Woodrow's benefits
- ✓ A motivated team player who will enjoy building relationships, bringing new ideas to us and think outside the box

Job Description

Main duties of the role	Approximate % allocation
Sales Support & Customer Service	
To support the Development Manager with the sales and booking process, responding to enquiries, producing booking paperwork and following up with customers, conducting site tours and attending parent evenings. Providing a high level of customer service at all times.	70%
Work closely with the Woodrow team, instructors, chef and facilities staff, to ensure all visits run smoothly	
To represent the Development Manager and provide cover when necessary.	
To support the Development Manager with marketing activities aimed at securing and retaining customers – production of marketing material, keeping the website up to date, mailshots and sales calls.	

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To manage and develop the Day Camp services to improve them as an income stream– maintain the databases, take bookings and payments, continue to improve the service based on customer feedback	
Liaising with colleagues at Hindleap Warren (London Youth’s other residential centre) to ensure best practise is shared	
General Administration	
To provide an effective and organised office environment with an efficient reception service and switchboard	30%
To co-ordinate the ordering of office supplies and distribution of post and deliveries	
To assist managers with general HR administration for Woodrow when required, this includes ensuring best practise for recruitment and having a professional attitude when working with sensitive material	
To support the Head of Centre with occasional administration requirements such as minute taking and distributing papers.	
Support the Head of Centre with HR filing, carefully organising and securing the personnel files.	
Ensuring all communications are maintained in accordance with London Youth’s style guidelines	

Corporate responsibilities cutting across tasks set out above
Planning and budgeting
Understanding annual plans and budgets
Assisting with the monitoring of actual and projected income and expenditure
People
Working with the team to assist with recruitment and training
Preparing thoroughly for one to one meetings and annual appraisal with your line manager
Taking responsibility for your on-going professional development
Corporate development
Understanding and supporting the vision, mission and aims of London Youth
Maintaining awareness of your own and others’ Health and Safety, and comply with London Youth’s Health and Safety and Safeguarding policies
Undertaking other duties as may be reasonably requested within the responsibilities of the post
Managing resources to the highest professional standards and act as custodian of best practice

Person Specification

Skills, experience and knowledge	Essential / Desirable
Experience and skill in providing quality customer service	E
Thorough working knowledge of Microsoft Office, particularly Word, Excel, Outlook and PowerPoint	E

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Marketing/digital experience – updating websites and using social media as a marketing tool	D
Able to work on multiple tasks multitask and prioritise a busy workload	E
Excellent telephone manner and able to communicate effectively with a range of callers	E
Strong oral, written and presentation skills	E
Personal attributes	
Well organised and motivated team player who is able to bring new ideas to us and help create solutions to the challenges we face	E
Absolute attention to detail	E
Ability to work on your own initiative	E
Ability to work as part of a team	E
Absolute discretion and ability to maintain confidentiality	E
Willingness to learn new skills	E
Ability to work in a changing and flexible organisation	E
Willing to be flexible in working hours for occasional weekend or evening commitments. Time off in lieu will be offered. Also willing to support other areas of the charity as needed.	E
Passionate about working in an organisation where the aim is to support young people to be the best they can be	E

Important dates to note

Please submit your London Youth application form to georgina.lucantoni@woodrow-high.co.uk by Sunday, 6th March 2016.

Shortlisted candidates will be invited to interview on Wednesday 9th March 2016. Please make sure you are available to attend on this date.