

**Accountable to:** Development Manager  
**Location:** Hindleap Warren, Wych Cross, Forest Row, East Sussex, RH185JH  
**Salary:** £23,734.00  
**Hours:** 37.5 hours per week  
**Leave:** 31 days + bank holidays (inclusive of Christmas closure days)

## **An introduction to London Youth**

London Youth is a network of diverse community youth organisations serving young people of all backgrounds right across the capital.

Our mission is to support and challenge young people to become the best they can be.

Our vision is that all young Londoners grow up healthy, able to navigate a fulfilling career and make a positive contribution in their communities.

We support them to develop the confidence, resilience and relationship skills they need to do this, delivering with and through our network of community youth organisations and at our two residential centres; Woodrow High House and Hindleap Warren. We work with all young people but place a particular emphasis on those who wouldn't otherwise have access to the kind of opportunities we offer.

Because good youth work works.

We deliver our mission through four strategic objectives:

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

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

- **Honesty** – about what works (and what doesn't) and we learn from our mistakes
- **Collaboration** – with each other, young people, our members, and the world beyond
- **Improvement** – committed to continual improvement
- **Fun** – because we think people learn best when enjoying themselves

## **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 Hindleap Warren Outdoor Education Centre**

Set in 300 acres of private woodland in the Ashdown Forest, the Hindleap team work with nearly 10,000 children and young people every year, supporting and challenging them to be the best they can be.

Operating as a social enterprise, we provide residential and day courses opportunities for children and young people from schools, youth groups and organisations that work with young people with additional needs. Through a combination of outdoor activities and the inherent benefits of attending a residential centre, young people are given the opportunity to develop their social and emotional capabilities; specifically improving their confidence and resilience, as well as creating positive relationships with their adult leaders and peers.

Hindleap Warren offers a wide range of outdoor adventurous activities, including high ropes courses, Bushcraft, canoeing and kayaking, rock climbing and team building challenges. Our activity programming team will work with visiting organisations to design a bespoke course, working towards their desired outcomes for the trip. We hold the Gold Standard by AHOEC, we are registered with the Adventurous Activities Licensing Authority and also hold the LOTC Quality Badge and the AAIAC Adventuremark.

## **The role**

We are looking for a friendly, organised and self-motivated team player with great attention to detail who relishes working in a busy and fast-paced office environment. As our Booking & Administration Officer, you will play a key part in the future success of Hindleap Warren. You will have an understanding and interest about the importance of young people learning outside the classroom. You will also be making an active contribution to business development and providing excellent customer service to the 320 different schools and youth groups that visit every year.

You will work closely with the Development Manager to help secure new and repeat business. Your aim will be to meet, and where possible exceed, our targets for the numbers of visiting young people and earned income.

You will have day-to-day responsibility for keeping on top of the Hindleap booking processes and systems - fielding phone calls from existing and potential customers, ensuring contracts are accurate and sent out on time and that groups stay on top of their payment schedules. You will also contribute to sales and advertising initiatives that bring alive the benefits of our outdoor

education centre to new markets. Whilst London Youth has a centralised Communications and Membership team, part of the role will be maintaining the content on the website and keeping the CRM database up to date and accurate.

Accuracy and attention to detail are vital within this role. Hindleap utilises a number of Excel spreadsheets and the successful candidate will have a high level of competency in all Microsoft Office applications – Excel, Word, PowerPoint and Outlook email.

You will also be given the opportunity to visit schools to deliver presentations about the residential experience to parents, school staff and children. For this part of the role, time off in lieu will be given when appropriate and fuel expenses are paid.

A final element of the role will be to work closely with the Operational Management Team. This could include supporting them in data collection and inputting, providing tours of the centre for customers (teachers, parents, youth workers) and working through new bookings to ensure Hindleap is able to staff and programme the centre within its capacity.

You are ...

- Aware of the benefits of outdoor learning, adventure education and residential centres
- A highly competent administrator, able to build relationships with existing customers
- Able to multi-task and capable of moving between tasks quickly and effectively
- Organised, with strong attention to detail and a methodical approach
- An experienced communicator comfortable using the written and spoken word to advocate Hindleap's benefits
- A natural team player who will enjoy working closely with Hindleap operational staff and building relationships across the whole of London Youth
- Open to visiting schools and delivering presentations to parents and children

<b>Sales, Customer Service &amp; Account Management</b>	<b>40%</b>
Respond to booking enquiries quickly and contract prospective customers to meet Hindleap's annual income targets	
Occasionally deliver Hindleap presentations at schools (usually afternoons or early evening) to teachers, parents and children	
Work on retaining schools and youth organisations so that they visit again	
Liaise with operational managers to ensure prospective bookings can work in terms of staffing and programme	
With rest of Hindleap staff team, ensure visiting guests have a positive experience	
Ensure that all information in relation to bookings is completed quickly and accurately; that payment due dates are communicated to users and accurately recorded and that deposits, balance payments and final invoices are paid on time	
Provide tours to new and existing customers of Hindleap's building, activities and grounds	
<b>Advertising &amp; Market Research</b>	<b>10%</b>
With the Development Manager, create and deliver advertising initiatives to increase bookings from school and youth group markets	

With the Development Manager, attract new business through market research.	
Engage with social media – Twitter, Facebook and Instagram on behalf of the centre – and think creatively about other ways of communicating our services and opportunities	
<b>Systems and process management</b>	<b>40%</b>
Ensure Hindleap’s spreadsheets, Booking Diary and CRM database are updated in real time	
Complete monthly and annual finance reconciliation to ensure we are accurately accounting for all sales (training will be provided)	
Shared responsibility with other staff members for inputting customer feedback data for Hindleap Warren	
<b>Administration</b>	<b>10%</b>
Provide an effective and organised office environment with an efficient reception service including answering telephone and welcoming visitors	
Occasional administrative support on special events or for London Youth Leadership and Senior Team	

<b>Corporate responsibilities cutting across tasks set out above</b>
<b>Planning and budgeting</b>
<ul style="list-style-type: none"> <li>• Inputting to annual plans and budgets</li> <li>• Contributing to effective day to day financial management through monitoring and controlling actual and projected income and expenditure</li> <li>• Reporting regularly on actual versus planned performance</li> </ul>
<b>People</b>
<ul style="list-style-type: none"> <li>• Preparing thoroughly for one to one meetings and annual appraisal with your line manager</li> <li>• Taking responsibility for your ongoing professional development</li> </ul>
<b>Corporate development</b>
<ul style="list-style-type: none"> <li>• Understanding and supporting the vision, mission and aims of London Youth</li> <li>• Contributing to the formulation and delivery of London Youth’s strategy</li> <li>• Committed to and actively promotes London Youth’s policy and procedures to value and respect diversity and inclusion in all aspects of their duties and working relationships</li> <li>• Managing resources to the highest professional standards and act as a custodian of best practice</li> <li>• Maintaining awareness of your own and others’ Health and Safety, and comply with London Youth’s Health and Safety and Safeguarding policies</li> <li>• Undertaking other duties as may be reasonably requested within the responsibilities of the post</li> </ul>

## Person specification

<b>Skills, experience and knowledge</b>	Essential/Desirable
Understanding to what amounts to quality customer service	E
Thorough working knowledge of Microsoft Office, particularly Word, Excel, Outlook and PowerPoint	E
Some recent Account Management and Booking Administration experience.	D
Able to prioritise a busy workload, take accurate notes and pass on relevant and important information	E
Experience of basic website editing	D
Full UK driving license and use of a safe and reliable vehicle	E
Excellent telephone manner and able to communicate effectively with a range of callers	E
Willing to be flexible in working hours for early evening commitments. Time off in lieu will be given and costs covered.	E
Capable of presenting to groups of people in a professional environment	D
Basic financial experience and a willingness to learn	E
<b>Personal attributes</b>	
Well organised and motivated team player	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
Strong oral, written and presentation skills	E
Willingness to learn new skills	E
Ability to work in a changing and flexible organisation	E
Willingness to work occasional evenings	D
Passionate about working in an organisation where the aim is to support young people to be the best they can be	D

## Important dates to note

Please submit your London Youth application form to [suzanne.baldock@londonyouth.org](mailto:suzanne.baldock@londonyouth.org) by **11.00am Friday 1<sup>st</sup> June 2018**.

Shortlisted candidates will be invited to interview on **Friday 8<sup>th</sup> June 2018** with a possibility of a second round of interviews on **Tuesday 12<sup>th</sup> June 2018**. Please make sure you are available to attend on these dates.

The interview will include an hour-long formal interview, a number of Microsoft Office based tasks and a short presentation – details of which will be communicated to successful candidates upon invite to interview.

If you have any questions relating to the role, please call Hindleap Warren on 01342 822625 and ask for Tim Davis.