MISSION STATEMENT; " To assist all young people in reaching their full potential, by offering Christian love through Sport, Creative Activity and Adventure, in a caring, accepting, safe environment - sharing enthusiasm and building respect and self-esteem through relationships."

JOB DESCRIPTION

TITLE: NAYC Youth Development Office Administrator

RESPONSIBLE TO: NAYC Youth Development Team Leader

MAIN PURPOSE:

- Main contact for groups and general enquiries, providing relevant support and assistance
- To provide administrative support to the other members of the Youth Development team.
- To create and maintain external communications including social media
- To create and maintain systems to support the work of Youth Development.

There are certain principles of work that underpin the activities outlined below. All Youth Development Workers are expected to be competent communicators in writing and verbally; they should be able to represent NAYC with enthusiasm and poise. Youth Development Workers should be excellent networkers and understand ways to identify opportunities whilst exercising appropriate accountability through management structure.

SPECIFIC AREAS OF WORK:

- To administrate all aspects of affiliation including maintaining accurate records, databases and ensuring effective communication with groups.

- Effective communication with all groups as the main office contact, providing relevant action, information or support, directing the enquiry as necessary.

- Create, review and maintain record keeping systems and databases for Youth Development and provide data for reporting to funders and management.

- Create and circulate regular publicity documents relating to the work of NAYC, oversee social media for the NAYC Youth Development department, update the website and other platforms as required

- Organise and maintain records in relation to training. Keeping records, producing registers and certificates for training courses, including processes related to the Emerging Leaders Programme

- Oversee the booking system for the YD Games Pack, ensuring booking commitments are kept and collection/return of items.

- Carry out telephone reception duties for NAYC/ACUK and direct enquiries as appropriate

- Monitor the general incoming YD email enquiries, responding as appropriate. Monitor the Outlook calendars for the YD team and others as appropriate.

- Responsible for the daily post franking for NAYC/ACUK Headquarters office.

- Administer internal expenses and finance procedures for the Youth Development team, producing relevant documentation for Youth Development Manager and/or accounts department in relation to any payments received by Youth Development.

- Provide administration support to organised events, for example NAYC Annual Awards Dinner and others as necessary.

- To oversee Health & Safety for NAYC Youth Development including annual risk assessment review & attend the NAYC/ACUK health & safety meetings.

- To actively be involved in the work of the Youth Development team, assisting in the promotion and development of the work.

- To support in maintaining links with other youth organisations and interested parties, where appropriate.

- To support and assist the Youth Development Manager, completing administrative duties pertaining to the work of the Youth Development department as necessary.

- To assist in any other aspect that may be required as necessary.

This job description dates from January 2026 and may be subject to review at any time as deemed necessary.

PERSON SPECIFICATION

Personal Qualities, Skills and Attributes

Essential

- Must be well organized with a methodical and structured approach
- Must have an attention to detail
- Competent writing skills, basic principles of writing, grammar and spelling
- Understanding and compassion for young people and youth work
- Ability to use your initiative, be a self motivator and be able to work to deadlines and achieve them.
- Ability to work as part as a team as well as alone.
- Reliable and able to deliver against objectives.
- Highly articulate with excellent communication skills.
- Must have a positive and dynamic outlook.
- Must have a willingness to be flexible and an ability to adapt to changing needs.

Job Specific Skills and Attributes

Essential

- Proven experience of Administration duties including the ability to organize and coordinate events and networking opportunities.
- Excellent communication skills both verbal and written, face to face and phone
- Proven experience of interacting with stakeholders at all levels including young people, parents, group leaders, youth organisations and other interested parties.
- Ability to critically analyse current systems. Identifying opportunities to streamline processes and make effective use of data.
- Knowledge, experience and competent use of databases.
- Knowledge, experience and competent in use of Microsoft Office Suite.
- Knowledge, experience and competent in use of social media platforms.
- A good awareness of PR and how to promote the work.

Desirable

- Appropriate qualification in administration, communications, office management or equivalent or 3 years experience of the same or similar work.
- Experience of youth work practices
- Experience of working with volunteers and youth leaders
- Experience of working with voluntary organisations.