



YOUNG ENTERPRISE JOB DESCRIPTION

Services Coordinator

Job title	Services Coordinator
Department	Educator Facing Programmes and Services
Pay Grade	4
Reporting to	Education Services Manager
Location	London
Main job purpose	The Services Coordinator will work collaboratively with, and provide a supporting role to, the Education Services Manager to ensure the high-quality provision of all educator facing services.

KEY TASKS

Provide high level customer service internally and externally to stakeholders such as teachers, other practitioners, consultants and colleagues:

Day to day management of financial education advisory service including, taking, logging and responding in a timely and effective manner to requests for support.

Respond to general educator facing communications via phone and email.

Produce regular newsletter for freelance consultants, providing clear, appropriate information

Responsible for monitoring stock control and the ordering of educator facing resources

Use and maintain information systems, including the database to record and monitor educator facing activities:

Assist the Education Services Manager in ensuring that the data we hold is accurate and up to date

Run database queries as necessary to provide routine and bespoke information to Services team and senior management

Responsible for Services pages of website ensuring they are accurate, up to date and functioning appropriately:

Create and/or support creation of web pages for new resources and maintain CPD and Financial Education Quality Mark pages

Log issues occurring on the Services pages of the website with management company if and when they are identified.

Support Financial Education Quality Mark (QM) service:

Provide support to Services team in administering and coordinating Financial Education Quality Mark, specifically;

Ensure that the QM reaccreditation process is conducted effectively and in a timely manner

Maintain the QM Guide for resource producers

Support the planning, and manage day to day the educator facing CPD service:

Book venues and consultants

Maintain Eventbrite delegate booking pages

On the day event management, when needed

Maintain presentations and compile and send delegate packs

Work with evaluation team to ensure evaluation findings are recorded

Support marketing and promotion, including ensuring CPD is included in termly teacher newsletters

Support the planning, and manage day to day running of the Subscription Service

Maintain the content of the Subscription Service, commissioning the development of new lesson plans or materials on a termly basis.

Communicate with Subscription Service members keeping them up to date when new content is added and encouraging evaluation and feedback on the existing content.

Plan, develop and coordinate marketing communications for the recruitment of members to the service.

Work with funders to ensure any funded subscriptions are set up in a timely manner.

Collate, analyse and report on data relating to the project.

Support the Education Services Manager to develop the Advisory Service:

Research current and potential Financial Education Advisory Service audience

Explore ideas for ways to most effectively reach and meet the needs of audience

Support Education Service Manager to compile data for funding proposals

Support the Education Services Manager in reporting to stakeholders including funders, senior management and colleagues:

Record monthly internal KPI data in an accurate and timely manner

Record and access data for funder KPIs and evaluation measures to be included in quarterly funder reports

Manage Teacher Advisory Group

Oversee and log use of group, ensuring they are asked to contribute in a coordinated way that makes best use of their and YE's time.

Maintain communications with group

Occasionally recruit new members, ensuring all procedure is followed

The above tasks are not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the charity and its overall objectives.

YOUNG ENTERPRISE CORE VALUES

Young Enterprise has 4 Core Organisational Values as follows:

Unlocking Potential

Recognising and developing the potential of all; in our organisation; in the young people we champion and the stakeholders we work with.

One Team

Working together effectively to achieve our goals

Enterprising and Resilient

Embracing change, innovating, adapting and responding to challenges and opportunities **Creating**

Great Impact

Aiming for the biggest impact on young people and their educators

All YE Staff are expected to model these values at all times.

SKILLS/ ATTRIBUTES/ KNOWLEDGE/ EXPERIENCE

Essential Skills	Skilled in providing high level administrative support, with the ability to meet deadlines on multiple tasks
	Excellent customer service skills
	Proven proficiency in Microsoft Word & Excel, database software and any website content management system
	Excellent communication skills (verbal and written, including writing for different audiences)
	Skilled in working effectively as part of a team to achieve organisational goals
Desirable Skills	High proficiency in database management
	Skilled in creating and/or maintaining project management plans
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	Analytic skills, able to assess a document according to a set of criteria
	Experience of employing solution focussed approach to challenges

Essential Experience	Experience working independently with minimal supervision once a project scope has been defined.
	Experience of contributing to internal and/or external reporting
	Experience of project administration and/or support
	Experience of stakeholder management, could include clients, partners, funders, colleagues
Desirable Experience	Experience of financial and/or enterprise education
	Experience of working in the education sector