



**Leicestershire Cares**

**Job Description**

**Job Title: YES Project Support Officer**

**Job Purpose:** To provide support to the Youth Employability Support (YES) Project

**Responsible to: YES Project Development Manager**

**Background and brief description of project.**

Leicestershire Cares is a vibrant, creative and results orientated charity that has been operating, across Leicestershire for fourteen years. Our approach to work with NEET young people, has grown out of our successful work with care leavers. We seek to identify those in need and through our extensive links with local businesses, community groups and local councils, identify appropriate methodologies and support structures to enable these people to take control of their life, sort out immediate issues, plan for the future and access suitable education, training or work. In short, we seek to “support and Inspire” young people to take “control” of their lives.

Leicestershire Cares is one of seven local organisations working together to deliver the **YES Project.**

The Youth Employability Support (YES) Project supports young people age 15-24 years old to take steps towards employment.

Our purpose is to support local young people to overcome challenges and barriers that have prevented them from finding a job or seeking further education.

Working together as the YES Project means we can offer a range of courses, and support services tailored to an individual’s needs that will help them to:

Believe in themselves

Achieve qualifications and learn new skills

Prepare for work

<https://www.yesproject.org/what-we-do/>

The YES Project is funded by the European Social Fund and The National Lottery Community Fund. It is delivered by Voluntary Action LeicesterShire (VAL) in partnership with Leicestershire Cares.

***Main Responsibilities:***

**Administration and finance**

1. To manage the administration for the YES Project, particularly in relation to project monitoring requirements
2. To lead on the quarterly reporting of participant statistics and activity, working to strict deadlines and maintain accurate and up-to-date records to enable this
3. To maintain positive working relationships with the project management team to enable the above
4. To lead on monthly file audits and ensure monitoring requirements are met, all young people’s files are up to date and information is recorded as required by the funder.
5. Support rest of the team to ensure all admin and finance reporting requirements are completed as required by funder.
6. To manage internal systems for recording client information and logging of referrals, including use of databases and spreadsheets
7. To manage and maintain excellent filing systems.
8. To access, use and maintain internal and external databases and project systems to a high standard.
9. Report on and provide evidence for project expenditure monthly and quarterly, to include staff, client and travel expenses.
10. Provide administrative support for tours, placements, appointments and project events, including preparing and mailing invitations, following these up by telephone and helping to manage arrangements with the host venue.
11. To provide general administrative support to the project when needed, including the production of tour packs, interview technique packs and certificates.
12. To attend project training and sharing events as required.

**Service delivery**

1. To support the organisation and delivery of online and face-to-face education and training activities, GSD and other employability sessions, including purchasing refreshments, reimbursing participant transport and providing assistance to delivery partners and young people as required.
2. To support the development of the Leicestershire Cares YES Project education and training offer, this will include research, planning meetings, consultations with stakeholders and liaising with learning coordinator.
3. Coordinate business volunteers for the employability programme and liaise with them to finalise details.
4. To support and attend world of work tours and other events as required.
5. To support and encourage participants to engage with all the available opportunities.
6. As and when required support young people on YES project, this will include job searches, form filling and accessing information.

**Supporting participants**

1. Receive and deliver telephone calls in a welcoming and helpful manner.
2. To receive visitors in a helpful and welcoming manner.
3. To ensure good communication is maintained between young people, staff and all partners of the YES Project
4. To ensure a positive and consistent Twitter presence for YES Project work.
5. To create positive articles promoting the good work of the project to be shared on the website.
6. In all of post holder dealings with public and staff actively promote Leicestershire Cares commitment to diversity and inclusion.

**Other duties**

1. To maintain the tracking of all participants through telephone and texts, etc.
2. To attend staff and other meetings as required, which may include some evenings.
3. To attend training events as required and if appropriate.
4. Any other duties as required by Development Officer and Head of Children and Young People.
5. To ensure that work is managed, prioritised and delivered to a high standard on time.

**Person specification**

Experience of providing admin support within a busy office/project environment.

Excellent IT skills and ability to use Microsoft 365 packages, databases and spread sheets.

Excellent communication skills with a high standard of spoken and written English and ability to communicate effectively with wide range of people.

Proven ability to work as part of a team.

Ability to work accurately and reliably and pay particular attention to detail

Self-management skills and ability to prioritise own workload and to work to deadlines and work effectively and accurately under pressure.

Creative and able to solve problems efficiently.

Willingness to learn about the work of Leicestershire Cares and empathy for the people and groups we support.

Ability to exercise confidentiality when dealing with sensitive information

**This role is funded by European Social Fund ESF and matched by The National Lottery Community Fund. The service is managed by Voluntary Action LeicesterShire (VAL).**

