

THE PRINCE'S TRUST JOB DESCRIPTION



**YOUTH
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DO IT**

JOB TITLE: Operations Support Administrator

LOCATION: Northern Ireland, Belfast Centre

INTRODUCTION TO THE PRINCE'S TRUST

Youth charity The Prince's Trust helps disadvantaged young people to get their lives on track. It supports 11 to 30 year-olds who are unemployed and those struggling at school and at risk of exclusion. Many of the young people helped by The Trust are in or leaving care, facing issues such as homelessness or mental health problems, or they have been in trouble with the law.

The Trust's programmes give vulnerable young people the practical and financial support needed to stabilise their lives, helping develop self-esteem and skills for work. Three in four young people supported by The Prince's Trust move into work, education or training. The Prince of Wales's charity has helped 825,000 young people since 1976 and supports over 100 more each day.

Our Vision: Every young person should have the chance to succeed.

Our Values:

- Approachable – we are open minded and value diversity
- Non-judgemental – we focus on the potential not the past
- Inspiring – we lead by example
- Empowering – we enable positive change
- Passionate – we are absolutely committed to supporting young people

CONTEXT OF THE ROLE:

In the UK, currently there are more than 950,000 young people aged 16-24 who are not in education, employment or training (NEETs). The Trust works with around 58,000 young people across the UK. We support young people through teams of staff, volunteers and delivery partners in three English regions and offices in Scotland, Wales and Northern Ireland. Each of the regions and countries has a Director and in the countries they are supported by Country Advisory Councils, which are made up of non-executive volunteers.

RESPONSIBLE TO: Operations Support Region or Country Manager

KEY CONTACTS:

- Members of the public,
- Trust Young People,
- Executive Management Team (EMT),
- Programme Delivery,
- Outreach Assessment and Outcomes,
- Volunteering and Secondments,
- Programme Support Team,

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- Contract & Financial Management,
- Health & Safety Team,
- Chief Executive and Operations Director's Office.
- Other Head Office Functions and Departments as required,

DETAILED RESPONSIBILITIES:

1. Excellent customer service and information is provided to all visitors.
2. The Executive Management Team (EMT) and Operations Support Manager receive effective and efficient administrative support, and assistance is provided in identifying and implementing improvements across the Region/Country.
3. Conferencing facilities and meeting space are arranged as required.
4. Projects are effectively supported.
5. Efficient ordering and control of supplies, stock and materials.
6. Recruitment is effectively supported and associated administration is undertaken efficiently.

PERSON SPECIFICATION

Criteria	Essential	Desirable
Skills and Knowledge:	<ul style="list-style-type: none"> • Effective verbal and written communication skills. • Excellent planning and organisational skills and the ability to manage multiple priorities to successful conclusion. • A calm and professional manner. • Excellent interpersonal and verbal communication skills, including the ability to maintain effective relationships with people at all levels of an organisation and members of the public. • Ability to work both independently and as part of a team. • Ability to work on own initiative to find creative solutions to problems. • A good standard of IT skills and previous experience of using MS office packages. • Able to coordinate a range of diverse activity quickly and accurately. • Have a clear interest in the issues affecting the lives of young people. • Ability to travel across the region. • Ability to stay calm and work effectively under pressure, self-motivated. 	<ul style="list-style-type: none"> • Knowledge of health and safety practices and processes. • Knowledge of data protection. • Previous experience in a customer service or reception role. • Ability to attend meetings/courses throughout the UK.
Experience:	<ul style="list-style-type: none"> • Experience of working in an office environment or in a customer facing role. • Experience of MS Office Packages, accurately and with good attention to detail. 	
Behavioural Indicators	<ul style="list-style-type: none"> • Delivering Results Delivers great outcomes through our vision and strategy, effectively planning and meeting targets. Makes effective, data-driven decisions. • Leading by Example Is an inspiring role model for others, building trust and living our Values; Always keeps young people at the centre of what we do. • Continuous Improvement Consistently seeks to improve how we do things to achieve better outcomes for young people. Embraces change and innovation. • Effective Communication Communicates clearly, effectively and honestly. Listens to others and adapts communication to suit them. 	

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Criteria	Essential	Desirable
	<ul style="list-style-type: none">One Team Works with others as one team, actively collaborating to achieve a shared vision. Builds relationships across The Trust, sharing information and expertise.	

The Prince's Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. This post is subject to a satisfactory Access NI check.

EMPLOYMENT DETAILS

Salary band/grade

Band 7. £15,379 - £19,426 per annum

Starting salary

£15,379 - £15,784 per annum