



Administration Support Officer

Candidate Application Pack

Young Gamers and Gamblers Education Trust

Young Gamers and Gamblers Education Trust, 71 – 75 Shelton Street, Covent Garden, London, WC2H 9JQ.

www.ygam.org | hello@ygam.org | 0203 837 4963 | Registered Company no: 09189998 | Registered Charity no. 1162425.

YGAM™ is the trading name of Young Gamers and Gamblers Education Trust and registered Trademark: UK00003114184.

Introducing YGAM

YGAM is a national charity with a social purpose to **inform, educate, safeguard** and build digital resilience amongst young and vulnerable people, helping them to make informed decisions and understand the consequences around gambling and gaming.



We enhance understanding

through research and evaluation
YGAM aims to enhance the UK's understanding of gambling, gaming and related harm, specifically amongst young and vulnerable people.



We educate practitioners and student peer mentors

to help young and vulnerable people YGAM develop and deliver training courses to professionals and volunteers who support young people at risk from problem gambling or gaming.



We increase awareness

through information and dialogue YGAM increases awareness of youth gambling and gaming as a public health issue with policy-makers, educators the industries themselves and key influencers.

To achieve this, YGAM delivers its mission and therefore its social purpose in three ways:



Practitioner Workshops: YGAM delivers accredited training to practitioners, enabling them to deliver the YGAM gambling-related harm-prevention programme.



University & Student Engagement: YGAM works in partnership with universities to train students to become YGAM peer mentors who programmes and campaigns within their universities.



Research: through the delivery of the above two products, a programme of research into the attitudes, thinking and behaviours of young people and gambling / social gaming will be created to establish a global research network, specifically targeting teenagers and young adults.

YGAM increases awareness of youth gambling and gaming as a public health issue with policy-makers, educators the industries themselves and key influencers. Our Programmes and Services also contribute to the emerging National Strategy to reduce gambling harms 2019 - 2021. In particular YGAM's impact contributes to:



Priority Action 1: Research to inform action



Priority Action 2: Prevention



Priority Action 3: Evaluation of the National Strategy

YGAM Innovation Limited as a wholly-owned trading subsidiary of YGAM, offering two products which contribute to the emerging National Strategy 2019 - 2021 to reducing gambling harms, namely priority Action 5: Industry Collaboration. Gameplan will work collaboratively to develop and deliver recognised City & Guilds and Pearson courses & qualifications for colleagues working in customer facing roles and an Apprenticeship Standard for the gambling industry.



We are looking for an exceptional candidate to join our team as our Administration Support Officer.

YGAM is proud to be a living wage employer.

Since YGAM was founded five years ago, we have quickly established ourselves as a leading educational charity which builds digital resilience in young and vulnerable people, by training professionals to raise awareness of the potential of gaming and gambling-related harm specifically.

Last year alone, we have reached just over 164,000 young people & students and collaborated with almost 1,180 educational organisations (schools, colleges, universities and charities) to deliver our programme. YGAM are incredibly proud to be working with all stakeholders in this space, from the gambling & gaming operators who make products available to the public; education professionals who support young people & students learning; the criminal justice sector; partner universities; public health; leading third sector organisations; leading sports clubs; Local Authorities and young people, students and parents themselves.

Given the high demand in our social purpose and our continued and projected future growth we are looking for a highly organised and efficient Administration Support Officer who could support the Administration Manager and the future development of YGAM. This post is being offered as an initial part-time (16 hours per week) role, with the potential to become a full-time role, and offers a competitive salary of £12.00 to £14.00 per hour. This is a home-based role and we are seeking a highly organised, motivated and experienced individual who lives in Kent, ideally within the proximity of Maidstone which is where our Administration Manager and accountants are based.

This is a new role and the post holder will be the principal point of contact and support for the Administration Manager in terms of assisting in the managing of schedules and employee travel arrangements. The post holder will assist in managing employee and compliance records, helping maintain the YGAM intranet and assist with the preparation of our weekly bank payment run. The ideal candidate will be highly organised, have an outstanding knowledge of Microsoft Office (especially Word, Excel and OneDrive) and a track record handling bank transactions and financial records.

To apply for the role please send a copy of your up-to-date curriculum-vitae along with a supporting statement (maximum two sides of A4) outlining your experience and how your skills match those in the person specification to careers@ygam.org. Full details are available on our website at www.ygam.org. We will only accept applications accompanied by a supporting statement. The closing date for completed application forms is 7th February 2020 at 1200noon. All received applications will be acknowledged.

Shortlisted applicants will be invited to attend an interview which is planned to take place on 12th February 2020 in Maidstone. Please ensure you can attend on this date before applying. YGAM are proud to be recognised as an Investors in People organisation, guaranteeing you a purposeful job with plenty of training and career opportunities for the right person.

Thank you for your interest and we look forward to hearing from you.

Yours faithfully



Mike Wojcik
Chair of Trustees

Yours faithfully



Lee Willows
Chief Executive

Job Description – Administration Support Officer

Title: Administration Support Officer

Reports to: Administration Manager

Hours: Part-time (maximum) 16 hours per week in a regular timeslot (e.g. from Tuesday to Friday from 10am to 2pm) with some degree of flexibility / work from home.

Salary: £12.00–£14.00 per hour subject to work experience and/or qualification.

Probation period: Six months, with formal review at month three

Job Purpose

The post holder will provide support to the Administration Manager, assist in managing employee and compliance records, help maintain the YGAM intranet and assist with the preparation of our weekly bank payment run.

Key Tasks

- Manage office supplies and place orders.
- Maintain online documentation / YGAM Intranet.
- Answer ad hoc queries by employees & clients.
- Maintain a company calendar and schedule appointments.
- Book meeting premises/rooms as required for meetings or training events.
- Arrange travel and accommodations for staff members and for charity events.
- Support the Chief Executive with research for funding bids.
- Maintain the filing system for important and confidential charity documents.
- Organize, code and match invoices/receipts to the bank account for accounting purposes twice a month.
- Set up on-line payments in the online banking system for approval weekly.
- File employee related information (such as sick days) for payroll purposes.
- Other administrative duties as directed by the Administration Manager.
- Log workshops delegate details on Salesforce and assist in certificate production process.

The Disclosure & Barring Service (DBS) – disclosure

This post is subject to a DBS disclosure that is of satisfaction to the Board of Trustees at YGAM. As a UK Registered Charity we promote equality of opportunity and welcome applications from all candidates. Criminal records will be taken into account for requirement purposes only when the conviction is relevant.

All applicants who are offered employment will be subject to a criminal record check from the Disclosure & Barring Service before the appointment is confirmed. This will include details of cautions, reprimands or final warnings, as well as convictions. While YGAM waits for the disclosure results from the DBS, training and other admin duties can be commenced by the applicant (part paid, part unpaid). The cost of the DBS disclosure and registration to the DBS subscription service will be met by YGAM.

Person Specification – Administration Support Officers

Qualifications

- Minimum Level 3 Qualification (e.g. A level),

Essential Skills & Knowledge

- Proven work experience as an Administrative Officer, Administrator, PA clerk or similar roles.
- Solid knowledge of office procedures.
- Experience with Microsoft Office (Excel, Word, OneDrive and SharePoint specifically).
- Organisation skills with a problem-solving attitude.
- Excellent written, verbal communication skills and attention to detail are pivotal.

Desirable Experience

- Work experience in the third sector is an advantage.

Introducing the YGAM Salary Structure

The YGAM salary structure consists of 'bands and grades' as defined below. Each band will have a minimum criteria and experience requirement. Additionally, each band has two grades; 'entry' and 'skilled'. Employees move through the bands based on meeting the criteria and their actual performance / results achieved on the job.

We have alighted this post to have a starting salary at salary band 1.

Band	Grade (Entry or Skilled level) – based on FTE	Criteria	Project Management Experience
One (Community Development Manager / Worker)	Entry: £17,100	<ul style="list-style-type: none"> Be a current student within a university studying a relevant degree or higher. Meet all essential parts of personal specification. Have a commitment to the social purpose of YGAM 	N/A
	Skilled: £19,000		
Two (Project Manager)	Entry: £22,000	<ul style="list-style-type: none"> Meet all essential parts of personal specification. At least one years evidenced project management experience. Consistent performer who meets all targets set. Have a commitment to the social purpose of YGAM. 	1 year
	Skilled: £24,000		
Three (Project Manager)	Entry: £25,000	<ul style="list-style-type: none"> Meet all essential parts of personal specification. At least three years evidenced project management experience with experience of managing volunteers. Has some experience with fundraising having raised at least £25,000. Good performer whom meets all targets set. Have a commitment to the social purpose of YGAM. 	3 years
	Skilled: £26,000		
Four (Project Manager)	Entry: £27,000	<ul style="list-style-type: none"> Meet all essential and desirable parts of person specification. At least five years evidenced project management experience, including line managing employees. Has experience with fundraising having raised at least £60,000. Has strong networking and interpersonal skills. Good performer whom meets all targets set. Have a commitment to the social purpose of YGAM. 	5 years
	Skilled: £28,500		

Five (Project Manager)	Entry: £29,000 Skilled: £31,000	<ul style="list-style-type: none"> • Meet all essential and desirable parts of person specification. • At least six years evidenced project management experience, including line managing employees and multiple-projects. • Has experience with fundraising having raised at least £100,000 • Has strong networking and interpersonal skills that drive social impact. • Good performer whom consistently meets all targets set. • Have a commitment to the social purpose of YGAM. • Meet all essential and desirable parts of person specification. • At least seven years evidenced project management experience, including line managing employees and complex, multiple projects across different geographical regions. • Has experience of the leading the full range of employee HR processes. • Has experience with fundraising having raised at least £150,000 • High performer. • Have a commitment to the social purpose of YGAM. 	6 years
Six (Project Manager or Head)	Entry: £32,000 Skilled: £34,000	<ul style="list-style-type: none"> • Meet all essential and desirable parts of person specification. • At least seven years evidenced project management experience, including line managing employees and complex, multiple projects across different geographical regions. • Has experience of the leading the full range of employee HR processes. • Has experience with fundraising having raised at least £150,000 • High performer. • Have a commitment to the social purpose of YGAM. 	7 years
Seven (Senior Project Manager / Regional Manager or Head)	Entry: £35,000 Skilled: £37,000	<ul style="list-style-type: none"> • Meet all essential and desirable parts of person specification. • At least eight years evidenced project management experience, including line managing employees and complex, multiple projects across different geographical regions. • Has experience with fundraising having raised at least £200,000 • Has experience of leading complex projects with a turnover c£1m. • Worked with a Chief Executive within a senior leadership team. • High performer who exceeds targets. • Have a commitment to the social purpose of YGAM. 	8 years

Eight (Senior Project Manager / Regional Manager / Head / Director)	Entry: £38,000 Skilled: £40,000	<ul style="list-style-type: none"> Meet all essential and desirable parts of person specification. At least ten years evidenced project management experience, including line managing employees and complex, multiple projects across different geographical regions. Has experience with fundraising having raised at least £250,000 Has experience of leading complex projects with a turnover c£2m. High performer who exceeds targets. Have a commitment to the social purpose of YGAM. 	10 years
Nine (Senior Project Manager / Regional Manager / Head / Director)	Entry: £41,000 Skilled: £45,000	<ul style="list-style-type: none"> Meet all essential and desirable parts of person specification. At least ten years evidenced project management experience, including line managing employees and complex, multiple projects across different geographical regions. Has experience with fundraising having raised at least £300,000 Has experience of leading complex projects with a turnover c£2m. Worked with a Chief Executive within a senior leadership team. Can deputise for the Chief Executive. High performer who exceeds targets. Have a commitment to the social purpose of YGAM. 	10 years
Ten (Chief Executive)	£50,000 - £60,000	<ul style="list-style-type: none"> Meet all essential and desirable parts of person specification. At least ten years evidenced senior leadership experience Has experience with fundraising having raised at least £5m Has experience of leading complex projects with a turnover c£10m Worked as a Chief Executive within a senior leadership team, leading a charity / organisation with an annual turnover of at least £5m. Experience of working with a board. Thought leader and experience of changing significant government policy. Well-connected individual. High performer who exceeds targets. Have a commitment to the social purpose of YGAM. 	15 years

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