



### Who are we?

The Young Gamers and Gamblers Education Trust (YGAM) is an award-winning charity whose vision is to ensure that every child and young person is resilient to, and safeguarded against, gaming and gambling harms.

Our Mission is to prevent children and young people from experiencing gaming and gambling harms through awareness raising, education and research.

As we embark upon an exciting new three-year sustainable growth plan, this is a great opportunity to play an active part in shaping the future of YGAM.

### Why choose YGAM?

YGAM has grown quickly over the last few years and continues that sustainable growth plan, with more recruitment planned during 2023. YGAM currently employs around 40 staff, but we expect to be circa 55 staff by the end of 2023.

We endeavour to create a unique, engaging work environment where our employees believe in and live our values (Integrity, Empathy, Innovation, and Empowerment). With a fully remote working team, we embrace the diverse needs of our staff group, providing a supportive and enjoyable environment. Our aim as an employer is to provide a great working culture, where our people are valued and empowered to make a difference.

In return for your passion, dedication, and hard work you will be rewarded with the following:

- An incredibly generous holiday entitlement starting at 28 days, increasing to 29 and 30 days with 2- and 5-years' service (in addition to Bank Holidays).
- We also offer enhanced paid leave during our annual December shutdown.
- Fully supported home working environment, including home office equipment, and flexibility over hours worked.
- Competitive Family-friendly policies, including enhanced Maternity & Partner leave/pay.
- Life Assurance Scheme
- Up to 6% matched pension contribution.
- Employee Assistance Programme, inclusive of 24/7 GP appointments & telephone counselling.
- Simply Health Cash Plan, including Contribution to Dental, Optical, Physiotherapy, Osteopathy, Chiropractic, Acupuncture, Podiatry and Reflexology costs.
- A broad suite of Continuous Personal Development (CPD) opportunities.

YGAM has received the Investors in People Accreditation and are a recognised Investors in People employer. YGAM has also been awarded the Armed Forces Covenant and has signed the Menopause Workplace Pledge.

Do you have the skills, personality, and ambition to help us write our next chapter? This is an exciting time at YGAM as we grow our reach and the impact of our work. We are looking for people to help us expand, develop, and excel.

If you think you meet the requirements below and would like to join us, please find an application form at <https://www.ygam.org/join-ygam/>

## Job Description

<b>Title</b>	Training Administrator
<b>Reports to</b>	Director of Programmes
<b>Pay Grade</b>	Programmes
<b>Salary Scale</b>	Administrator – P4c - £24,899 (Pro-rata)
<b>Contract Type</b>	Permanent
<b>Hours</b>	Part-time, circa 30 hours per week (over 5 days).
<b>Location</b>	Remote, Homeworking

### Main role and responsibilities

The post holder will provide support to the delivery leadership team, ensuring timely management of (and response to) all training enquiries and take responsibility for issuing certificates to delegates on completion of training.

### Who are we looking for?

YGAM is seeking a Training Administrator to join our outstanding Programmes Team. We are particularly looking for someone with exceptional customer service and communication skills. Attention to detail is key, as is the ability to adapt to a fast-changing environment. We are also looking for someone who can review and continually improve processes.

The successful candidate will possess previous administrative experience. They will also be looking for the opportunity to grow and develop their career within a supportive and engaging environment.

We are looking for someone who is a dedicated team player, but who also can work autonomously to clear deadlines.

At YGAM, we are committed to safeguarding and protection of children and vulnerable people in our work. We will do everything possible to recruit only suitable people to work with children or vulnerable people.

YGAM is an equal opportunity employer. It is YGAM's approach that all employees have a working environment which promotes dignity and respect and where individual differences, and the contributions made are recognised and valued.

## Role Requirements

Duties will include but not be limited to:

### *General Administration:*

- Supporting with the day-to-day requirements of the delivery leadership team.
- Issuing certificates to delegates on completion of training.
- Dealing with enquiries in relation to training and booking delegates on to the relevant training.
- Supporting delegates to access training and resources.
- Minuting meetings.
- Supporting with resource uploads to our website and portal.
- Uploading information to our CRM system, ensuring information is up to date.
- Developing email lists to share information to delegates about relevant training.
- Manage office supplies and place orders.
- Maintain online documentation / YGAM SharePoint.
- Book meeting premises/rooms as required for meetings or training events.

### *Information management & communications:*

- Ensure records are maintained in accordance with GDPR/data protection legislation.

### *Continuous Professional Development:*

- Commit to CPD, especially legislative and best practice developments, and those elements required for continued membership of the Chartered Institute of Personnel and Development

## Person Specification

### Essential

- Previous administration experience.
- Excellent I.T. skills, specifically Microsoft Office products.
- Excellent organisational and time management skills plus ability to multi-task and work to deadlines within a busy environment.
- Ability to work as part of a team, as well as working on own initiative. Be self-motivated and progress own work at pace.
- Excellent communication skills – both verbal and written.
- Confident in dealing with difficult conversations and complex situations.
- Capable of working with confidential information and maintaining its security.
- Process driven, attentive to detail, and with a keen eye for improvement to support productivity.
- Professional and positive manner and approach; able to establish and maintain good working relationships at all levels.
- Understanding of (and commitment) to Equality, Diversity, & Inclusion.
- Employment rights to live and work in the UK.

### Desirable

- Working knowledge of CRM (preferably Salesforce).
- Familiarity with WordPress
- Previous experience of working within the Charity sector.

## Key Core Competencies – Training Administrator

### People

#### Impactful – Team Leader/Subject Matter Expert

- Anticipates the perspectives of others and addresses any of their concerns.
- Develops confidence and influence across the team.

#### Collaborative – Team Leader/Subject Matter Expert

- Empathises with other's perspectives to facilitate successful teamworking.
- Instigates collaborative activities to improve relationships and organisational performance.
- Engages in difficult conversations where necessary.

#### Connected – Team Leader/Subject Matter Expert

- Considers the emotional drivers and responses of individuals when making decisions and taking action.

### Drive

#### Authentic – Team Leader/Subject Matter Expert

- Is open and transparent and facilitates others to be the same.

#### Passionate – Team Leader/Subject Matter Expert

- Remains composed in light of adversity.
- Helps others to deal with tricky situations and recover from setbacks.

### Insight

#### Business Aware – Team Leader/Subject Matter Expert

- Focuses on the achievement of organisational targets.
- Balances immediate issues with longer term targets.

#### Innovative – Team Leader/Subject Matter Expert

- Anticipates and proactively drives change.