

Membership Services & Engagement Coordinator

November 2024



Youth Business International

more impact for more young entrepreneurs

Youth Business International (YBI) leads a global network of enterprise support organisations and together we focus on sustainable and inclusive youth entrepreneurship, equipping underserved young people with the ability to start, scale and sustain businesses.

Entrepreneurship is transformative

YBI unlocks young people's potential and turns job seekers into job creators

Our goal is to create 1 million jobs through 250,000 youth-led businesses by 2025



Entrepreneurship is transformative to unlock income generation. Through entrepreneurship, young people can achieve economic security and independence. When youth-led businesses thrive, they create new jobs, shape local communities, and drive economic growth.

A global network

Established in 2000, our leadership of the only global youth entrepreneurship network gives us a unique perspective on youth entrepreneurship worldwide, and the ability to bring together our members to connect, collaborate and exchange ideas, knowledge and insights.

All our members are enterprise support organisations (non-profits) who provide direct support to young entrepreneurs locally. Together with our members YBI develops and co-creates programmes, and resources to improve our members 'support for young entrepreneurs.

Since 2014 our network has supported **over 263,000 young people** to start or grow a business by delivering a range of practical entrepreneurship support services, from guiding them to register a new business and improving their bookkeeping skills to helping them write a business plan or transform a fledgling business through access to finance.



The Network Team

The driving force behind the YBI network is a *The Network Team*. Based in London, UK, this passionate and friendly team are committed to growing the network, sourcing funding opportunities and equipping members with the most effective solutions to empower youth with the right tools to start and grow sustainable businesses.

Our Network Team delivers work across four key areas

- **Development and Programmes:** sourcing and supporting the delivery of our funded initiatives with partners such as Google.org, Accenture and Standard Chartered Foundation
- **Member Services and Engagement:** Growing the network and supporting the network to co-create and deliver services, trainings and toolkits for members, running member events
- **Communications:** promoting the YBI network and supporting the communications needs of our funded partnerships
- **Finance and Operations:** Accounting, HR.

Our values

Our values are embedded in everything we do:

Tenacity - We won't give up until every young entrepreneur has the opportunity to succeed;

Collaboration - We work together as a team, building trust to connect and empower;

Quality - We strive to set the highest standards in youth entrepreneurship support.

To find out more about us please see - <https://www.youthbusiness.org/>

Role Overview

Job Title	Membership Services & Engagement Coordinator
Location	Hybrid (with travel to London office as required)
Term	Fixed Term Contract - 12 months
Hours	Full-time (Mon-Fri, 37.5 hours per week) open for flexible working requests
Salary	£25,000-£35000 per annum (depending on experience)
Reporting to	Head of Membership

Role Purpose

We are looking for a highly organised individual to support the Membership Services and Engagement (MSE) team with a variety of activities to ensure we can deliver quality services and engagement activities to our members and partners.

To be successful the post holder will need to be able to operate independently, be skilled at juggling priorities, and show initiative in supporting the team in various activities. You will also need to have strong interpersonal skills to work with and effectively support the whole team.

Key responsibilities

The Membership Services & Engagement Coordinator will provide support to the 3 different areas within the team: Services, Membership and Evidence & Learning. Focus will switch depending on time of the year and on current projects being delivered.

1. Support to Membership, Services and Evidence & Learning teams

- Manage the user life cycle within YBI's Learning Portal (creation of accounts, assigning groups and resources, responding to learner queries, deactivating accounts)
- Run monthly and ad-hoc reports in the LMS and keep all internal data systems up to date
- Schedule and create learning activities, including the creation of 'paths' and 'classroom' events with the Learning Portal and promotion of these events
- Support the Senior Digital Learning Manager in the development/creation of new and existing digital services
- Coordinate online and in person member meetings and learning activities.
- Providing tech support for online delivery (primarily Zoom)
- Provide administrative and coordination support for Membership and Services process, as well as strategic projects
- Support the Evidence & Learning team by managing administrative/supports tasks related to data collection, documentation, and backend processes to facilitate effective evidence gathering and learning initiatives

2. General team support

- Effectively manage the MSE team meetings and diary
- Team document management and control
- General research required by the team
- Travel planning and coordination
- Manage all current and new team inboxes, including Learning Portal inbox, Member inbox and Global Summit and Bootcamp inboxes (when these events are taking place)
- Contract creation, updates and general management and liaison with other teams
- Support the planning and delivering of core YBI events, including communities of practice workshops, global event, Bootcamp, etc. This includes organising travel and logistics, liaison with venue and vendors, responding to attendees' enquiries, etc.

Person specification

Criteria	Essential	Desirable
Knowledge & skills		
Experienced in supporting teams with diary management and administrative support, including travel planning	✓	
Highly organized and proactive with the ability to work under pressure, handle a busy cross-functional workload and sensitively manage boundaries and conflicting priorities.	✓	
Ability to manage multiple projects in a changing and fast paced environment	✓	
High levels of autonomy and self-motivation, with the ability to quickly adapt and work with pace	✓	
Excellent time management and planning skills with great attention to detail.	✓	
Excellent interpersonal skills with the ability to build successful relationships at all levels inside and outside the organisation.	✓	
Confident and effective in communicating to different audiences verbally and in writing with demonstrable experience of producing high quality information / presentations.	✓	
Other		
Fluent in English (verbal and written)	✓	
Excellent MS Office skills (especially Excel) and experience using Zoom and Microsoft Teams	✓	
Existing right to work in the UK	✓	
Additional language skills		✓
Experience of working in a matrixed organisation that operates internationally, being able to communicate with people across language, culture and time zones		✓

How to apply

If this sounds like the role for you, please send the following to HR@youthbusiness.org:

- Your CV (maximum 2 x A4)
- Supporting statement (max 2 x A4): *Your supporting statement is a very important part of your application and is vital for us to decide whether to shortlist you for an interview. Please demonstrate how you meet the criteria listed in the person specification and your motivation to work for YBI, detailing your experience, skills, achievements and/or abilities that are relevant for the role.*
- *Please note you must have existing Right to work in the UK as YBI is not a sponsoring organisation.*
- *Closing date for applications: Midnight on 5th January 2025*

The Interview Process

We will have a competency-based interview taking place on 9th or 10th January 2025.

Benefits - What YBI can offer

We believe YBI is a great place to work and our benefits include:

- Flexible working hours - our core working hours are Monday to Friday from 10am-4pm, alongside additional time before or after this time to a total of 7.5 hours per working day. We are happy to discuss any other flexible working models you would find helpful to support your work-life balance.
- Holidays - You will be entitled to 25 days paid leave in addition to the normal UK Bank and Public Holidays per annum for the full leave year. Leave entitlement increases by 1 day per annum up to a maximum of 30 days.
- Pension Scheme - a 5% employer contribution from YBI with employee's minimum contribution of 3%.
- Group Life Insurance for all employees from first day of employment (Death-in-service benefit will be 3 x salary)
- Access to Healthcare Cash Plan benefit (which includes Employee Assistance Programme) after successful probation.
- Enhanced Maternity and Paternity Pay
- £250 (gross) one off subsidy for your home workstation set-up

Our Ways of Working

YBI works in a hybrid way. In practice, this means that most of us work from home for a significant portion of the week. We do not have a minimum requirement for being in the office. However, YBI believes coming together in person in an office environment or elsewhere offers real benefits for in-person collaboration, welcoming new colleagues and socialising opportunities.

It is therefore a requirement that all employees attend the following in-person meetings/gatherings:

- 3 - 4 Network Team Away Days per year
 - Team Meetings as arranged by each team (usually monthly)
 - Any other role specific or organisational meetings and events at various times.
- All staff need to cover cost of travelling to the office.*

Equal Opportunities

YBI is an equal opportunity employer, and we are committed to ensuring representation of people from all backgrounds regardless of their gender identity or expression, sexual orientation, race, religion, disability, age, ethnic or national origin, or any other aspect which makes them unique. We welcome applicants from all backgrounds to apply and would encourage you to let us know if you require any adjustments, we can make to ensure that our recruitment process enables you to present yourself in a way that makes you comfortable.

We would be grateful if you could also complete and submit the Equal Opportunities Monitoring Form to HR@youthbusiness.org. The form will not be seen by any of the people involved in shortlisting.

GDPR

At YBI, your right to privacy and confidentiality is important to us. By applying for this job, your information will be entered into our recruitment system for YBI's employment purposes only and for no longer than one year after the post has been filled; then personal data will be disposed of in the GDPR compliant manner. We store all data securely and will not disclose it to any third parties without your consent. Please see our Data Protection Policy [here](#) to find out more.