

# Application Pack

## Business Support Officer



### About Us

Youth Focus West Midlands (YFWM) works with youth workers and related youth professionals, agencies and policy makers to support the development and delivery of high-quality youth work opportunities for young people across the West Midlands region. Our aim is to encourage, promote and support both individual practitioners and organisations that look to develop and deliver youth work across the West Midlands region.

**YFWM is a registered charity (1148687) and a company limited by guarantee (8114745)**

### Role overview

<b>Hours:</b>	2 days/14 hours per week (0.4 FTE)	<b>Salary:</b>	£26,000-£30,000 per annum pro-rata (dependant on experience)
<b>Contract terms:</b>	Permanent with probationary period of 3 months	<b>Holiday entitlement:</b>	25 days plus bank holidays (pro-rata)
<b>Place of Work:</b>	Remote / home-working (equipment supplied)		
<b>Responsible to:</b>	Chief Executive Officer (CEO)		

### Role Summary

As Business Support Officer you will support and work closely with the CEO and manage the Training and Finance Administrator. The role focuses on managing external relationships, overseeing financial operations, and ensuring the delivery of high-quality services aligned with YFWM's mission. This position requires operational foresight, excellent organisational skills, and the ability to balance multiple responsibilities within a limited time frame.

You will need to be resourceful, energetic, friendly & eager to learn. You will be passionate about the role Youth Work plays in a healthy society and excited to take on this varied and challenging role.

# Key responsibilities and duties

You will have the following areas of responsibility:

## 1. Operational Oversight, Governance & Planning

- a. Maintain an organisation-wide Gantt chart to oversee project timelines and key deadlines.
- b. Oversee organisational HR system: timesheets, leave & absence, recruitment and contracting etc.
- c. Ensure compliance with all governance requirements, including liaising with trustees, producing agendas and reports, and making regulatory submissions.
- d. Maintain and develop systems to aid organisational stability and act as a foundation for future growth.

## 2. Management

- a. Manage and support the Training & Finance Administrator, such that they can deliver their work effectively and to a high quality
- b. Delegate tasks effectively and support their continuing professional development (CPD).

## 3. Relationship & Project Management

- a. Build and maintain relationships with funders, external partners and service providers.
- b. Act as first point of contact for specific projects, e.g. the Youth Work bursary scheme.
- c. Collate, write and submit project reports, financial submissions etc.
- d. Collaborate with the CEO on new partnerships, projects and funding bids.

## 4. Finance (using Xero accounting software)

- a. Working with the CEO, Accountant and trustees, prepare an annual budget for YFWM.
- b. Working with the accountant, prepare and present quarterly management accounts and revised end of year estimates for the CEO and Board.
- c. Work with CEO and trustees to support the accountant to produce end-of-year accounts.
- d. Oversee bookkeeping (carried out by the Training & Finance Administrator) to ensure it is accurate and up-to-date and entries on Xero are correctly coded.

## 5. Outsourcing Liaison

- a. Act as the primary liaison with outsourced service providers e.g. IT and accountancy.
- b. Check their work and ensure alignment with internal systems and deadlines.

## 6. General

- a. Always work within Youth Focus West Midlands Policies and Procedures.
- b. Take part in training, learning and development as agreed by the CEO
- c. Arrange, attend and contribute to team and staff meetings.
- d. Carry out any additional duties, commensurate to the role, that may be required.

## Person Specification (1)

	<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>
<b>Knowledge and experience</b>	Excellent ICT skills, a high level of digital literacy & experience of the Google ecosystem	✓	
	Proven ability to build and maintain professional relationships with a wide range of stakeholders	✓	
	Track record of advancing organisational goals within limited resources and capacity	✓	
	Basic knowledge of data protection & confidentiality principles	✓	
	Proven ability to manage projects and systems to promote organisational stability and efficiency	✓	
	Familiarity with the charity sector, particularly small-scale organisations	✓	
	Experience in supporting governance processes, such as working with trustees or making regulatory submissions	✓	
	Experience of financial management: budgeting, compiling accounts, and working with accruals-based systems	✓	
	Knowledge of negotiating and managing contracts with external partners and/or facilitating the growth of networks or partnerships		✓

## Person Specification (2)

	<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>
<b>Skills, abilities and attitude</b>	Excellent communication skills, both written and verbal, for liaising with trustees, external partners, and internal staff	✓	
	Strong time management skills, with the ability to prioritise effectively across multiple tasks and deadlines	✓	
	Creative problem-solving skills and the flexibility to adapt to evolving challenges	✓	
	Patience and persistence where responses and decisions can be slow	✓	
	Strong multitasking abilities, with a keen attention to detail	✓	
	Able to work effectively as a member of a team & to delegate effectively	✓	
	Commitment to equality, diversity and inclusion	✓	
	A proactive approach to identifying opportunities for growth and sustainability	✓	
	Able to inspire and motivate a small team within a dynamic, flexible working environment		✓
	A basic understanding of the Youth Work sector and/or further education schemes		✓

### How to apply

- If you would like more information before deciding whether to apply, please contact George (Business Development Manager) on [george@yfwm.org.uk](mailto:george@yfwm.org.uk) to arrange an informal discussion.
- You must make your application using our official **application form** which you can **download by clicking here**. Please provide all relevant information on the form, as we will not consider CVs or cover letters as part of your application. Please ensure that you save the completed document in Word or PDF format.

**Please send your completed application to [george@yfwm.org.uk](mailto:george@yfwm.org.uk). The closing date for applications is 5 pm on **Monday 17<sup>th</sup> February**.**

### What will happen next?

- We will send an email acknowledgement to all applicants. If you do not receive an acknowledgement on or before **Monday 17<sup>th</sup> February**, please contact us. We are not responsible for applications that do not reach us, or that arrive after the deadline.
- We will assess the applications and select several candidates for interview. If we select you, we will contact you directly. We anticipate holding interviews during the week beginning **3<sup>rd</sup> March**. If you have not been invited to interview within one week of the closing date, please consider your application to be unsuccessful.
- We will make a provisional offer of employment to our chosen candidate. We will then take up references and, if these are satisfactory, confirm the job offer.
- We reserve the right not to make an appointment if we judge that none of the candidates meets the required standard.
- This post is subject to satisfactory references and a basic DBS check.