



Community Manager Role Description

Application Deadline:

Sunday 18th September



Empowering every young person
to believe in **themselves**

Introduction

Yes Futures empowers young people to believe in themselves and discover their personal potential.

We are a multi-award winning charity, established in 2012. Our successful programmes have made a proven difference to the lives of over 2000 young people, and we are rapidly expanding to more schools.

We are looking for an **enthusiastic and committed Community Manager** to join our Head Office Team in October 2022. In this role you will be responsible for recruiting, managing and engaging our volunteer coaches, supporting our online marketing and community engagement, as well as leading our team administration.

This is a unique opportunity to have an incredible impact, by joining our ambitious team at this exciting stage in the charity's growth. You will have significant ownership over your work, enabling you to thrive and grow your talents in a collaborative environment alongside a supportive, fun team of colleagues.

Yes Futures is an incredible place to work. We are one of the *Top 100 Social Enterprises 2020* and one of the *Escape 100: Best Companies to Escape to 2019*. With us, you will make a tangible difference to young people.



We work across

10

counties in the South and East of England.

We have supported

2500+

young people since our launch in 2015.

We have trained

347

Yes Futures Coaches since 2015.

We will welcome our

71st

partner school in September 2022.

About Yes Futures

Yes Futures empowers young people to believe in themselves. We do this through a range of award-winning personal development tools and programmes, which enable young people to develop essential skills and positive wellbeing in school and at home.

Our **Finding Futures** (primary) and **Rising Futures** (secondary) programmes offer targeted support for selected students, inspiring them to fulfil their potential through personalised coaching sessions and real-world experiences. We focus on building four fundamental skills, which enable students to be successful in school and beyond: Confidence, Resilience, Communication and Self-Awareness.

Every child deserves the opportunity to fulfil their personal potential. Through our work, we develop young people's skills to prepare them for whatever future they choose. Ultimately, we aim to create a cultural shift in education: where non-academic skills are developed with the same focus as academic skills, enabling students to be successful both at school and beyond.

Find out more on our website: www.yesfutures.org

Benefits to you

Yes Futures is a small, rapidly growing charity. By joining us at this critical stage in our development you will have a significant impact on our growth and future success. If you are enthusiastic, ambitious and open to challenging yourself by applying your talents to a dynamic, young charity... we need you!

We have always been proud of our support and team culture. In 2019, we were named one of the 'Escape 100: Best Companies to Escape To' by Escape the City in 2019 - the first year of the awards. We achieved one of the top 100 scores out of over 1500+ organisations, based on our workplace culture and employee satisfaction.



In spring 2021, we launched our new benefits list, which has been co-created by the whole team:

Generous reward package

- 25 days' holiday + bank holidays, increasing year-on-year to 30 days' holiday after five years of service.
- Additional 3 days' volunteering leave, so you can focus on your other charitable passions.
- Workplace pension with employer contribution of 5%.
- Generous sick, compassionate, maternity, paternity and adoption pay policies.

Flexible approach to work

- Flexitime policy (with core working hours 10am - 4pm).
- Flexible working policy, allowing you to work from home as well as the office.
- TOIL allowance for any overtime worked, including three days' leave for every residential weekend worked.
- Summer Fridays: An optional early finish on each Friday within the school summer holidays.

Impact and ownership

- Make a substantial impact by taking on a fundamental role in the development of a growing charity.
- Join our large community who are all making a life-changing difference to young people.
- Enjoy working with other like-minded people, volunteers and organisations who care about doing an excellent job.
- All team members have a high degree of responsibility, autonomy over their own workload and are trusted to manage their own time.

Professional development

- Generous CPD allowance for professional development and qualifications.
- Dedicated CPD time, for example through 'Best Practice' meetings and 'Personal Growth' objectives.
- Regular team-wide training, including First Aid training and Mental Health First Aid training.
- Opportunities for cross-organisation working, enabling you to develop skills and interests outside your core role.

Supportive, positive team culture

- Learn from passionate, skilled colleagues who are welcoming of diversity and different points of view.
- Team members' contributions are often implemented, through regular and open feedback channels.
- Genuine focus on staff development and dedicated time with line manager at least monthly.
- Team recognition at every work anniversary and celebration of long service.
- Access to Employee Assistance Programme (EAP).

And some more good stuff!

- Small, friendly and fun staff team who have regular Team Days and social events.
- Central Brixton office with bright and airy working environment.
- Office is close to National Rail, the Victoria line and a vibrant neighbourhood of cafes, restaurants and shops.
- Teas, coffee, milk and oat milk provided in the office - as well as regular cakes!
- Environmentally friendly approach to work.
- Laptop and work phone provided, so you can work from anywhere.

Main Responsibilities

We are looking for an exceptional individual who is as passionate as we are about empowering young people to believe in themselves and discover their personal potential.

The main responsibilities of the Community Manager role are:

Volunteer Coach Management and Engagement

- Key relationship holder with our community of Coaches, including leading on all Coach recruitment and engagement.
- Management of the Coach interview, onboarding and training processes.
- Managing the advertising process, including reviewing applications and conducting interviews.
- Leading the onboarding of Coaches, ensuring DBS and reference checks are conducted.
- Managing Coach training days and the production of supporting resources and materials.
- Ongoing management of Coaches, supporting them to be effective and engaged throughout the programme.
- Organising social events and community-wide engagement opportunities for Coaches.
- Ongoing evaluation of Coach recruitment and engagement strategy, including collection of feedback from Coaches.
- Establishing new volunteering partner relationships and ongoing relationship management.

Online Community Engagement

- Supporting our online marketing and community engagement, for example, planning and creating content for newsletters, social media channels and updating our website.
- Supporting our engagement with our community of current and prospective partners.

Team Management

- Supporting the recruitment, induction and management of interns and office volunteers.
- Supporting the advertising and application process for new team roles, including monitoring the applications inbox.
- Planning centralised team training opportunities.

Team Administration

- Team diary management, including booking meeting rooms and producing agendas for team meetings.
- Oversight of incoming post and phone calls.
- Maintaining accurate and up to date records on Breathe HR and Salesforce systems for our team and volunteers.
- Supporting the processing of all expense claims, bills, supplier payments and invoices for incoming funds.

As a small but mighty team, there are opportunities to get involved in other areas of Yes Futures' work, including but not limited to:

- Strengthening our strategy, programme design and theory of change;
- Supporting the marketing of Yes Futures to new schools and customers;
- Developing our fundraising strategy through bid writing and other fundraising tasks;
- Establishing relationships with key partner organisations;

In addition, as part of our focus on employee development, you will be able to dedicate time to individual personal development opportunities and gain further professional growth through leading working groups in strategic areas in which you are interested.

A taste of life at Yes Futures...



Celebrating successes with our team, Trustees and volunteers



Supporting students to thrive through our unique coaching programmes



Providing life-changing experiences which open students' eyes to future possibilities

Person Specification

Positive IMPACT is at the heart of everything we do. We are looking for individuals who demonstrate our organisation-wide 'Positive IMPACT' values of:

Inclusivity - We value the input of our entire community and embrace diversity.

Motivation - We are inspired by the results we achieve.

Professionalism - We are dedicated, passionate experts who deliver excellence.

Ambition - We inspire ambition in all the people we work with.

Collaboration - We work together to create lasting impact.

Trust - We believe in our programmes and trust each other.

The person specification describes the characteristics (skills and experience) that are needed to carry out the duties in the role description and will be used as the basis for short-listing and interview.

Skills

- Proven ability to communicate effectively, including presenting and speaking fluently in English.
- Outstanding written communication skills, with perceptive ability to use appropriate tone and language depending on audience.
Proficient computer use, including word processing and spreadsheet use.
- Ability to work independently, with a pro-active, creative and positive attitude.
- Excellent time-management skills, with an organised and methodical approach to their work.
- Confidence and enthusiasm in approaching new people and taking on new tasks.
- A self-led approach to their own personal development, with the desire and ability to quickly learn new skills.
- A keen interest and up-to-date knowledge in education matters and issues affecting young people.
- Passion for Yes Futures' work and a drive to increase the charity's reach.

Experience

- Fostering good relationships with a range of stakeholders; in person, by telephone and in writing.
- Managing a volunteer recruitment process including advertising, reviewing applications and interviews.
- Engaging volunteer coaches to promote strong retention rates and a sense of community.
- Delivering high quality online training sessions.
- Using social media channels to foster community engagement.
- Organising and carrying out administrative tasks with competing deadlines.
- Ability and willingness to undertake occasional travel to our schools, including longer-distance for residential weekend trips.
- Maintaining confidentiality when required.
- Currently (or willingness to be) DBS checked.

Terms and Conditions of Employment

Salary

£27,000 to £30,000 per year (depending on experience). Payment is made on a monthly basis to a nominated bank or building society account.

The role also includes a 5% employer pension, generous individual CPD allowance and flexible working.

Annual Leave

The starting annual leave entitlement is 25 days plus all statutory bank holidays. Annual leave entitlement increases with length of service. In addition, you are also offered three days volunteering leave per year.

Line Management

You will report to the Director of Partnerships, who will provide regular meetings/phone calls to support you in your role.

Contract type and hours of work

This role is offered as a permanent contract at 37.5 hours per week.

Yes Futures' general hours of work are typically 9am – 5:30pm, however we have a flexible approach for all staff.

You will also be expected to attend approximately four Yes Futures residential trips per year, which are run over a weekend. Three days additional time off in lieu is granted for all employees who work on the residential trips. For more detail on the programme delivery model, please see below.

Place of work

Your place of work will be our Head Office in Brixton, London. The Head Office team are currently working 1-2 days per week in the office to enable collaborative face-to-face work as needed, with the remaining days able to be worked from home.

There is some flexibility around which days are worked in the office and from home, so if you have particular restrictions on your ability to travel to the office, please share this with us in your application.

Appointment and termination of employment

We will request references following interviews for the successful candidate only. Offer will be made subject to satisfactory DBS and reference checks, and proof of eligibility to work in the UK. Your probationary period will be six weeks. After this time, the period of notice to terminate the appointment will be two calendar months by either party (one week during the probationary period).

Volunteers

Volunteers are at the heart of Yes Futures' work. Yes Futures is committed to involving volunteers in its continuous development and to offering volunteers the best of experiences. All Yes Futures' team members will be expected to support our volunteering ethos.

How to apply

If you would like to apply, please send a CV and cover letter (max 500 words) to applications@yesfutures.org quoting the role title and your name the subject line (e.g. "Community Manager: Your Name").

Please include:

- Your motivations for applying
- How you meet the person specification for the role
- The date from which you are available to start the role
- Your salary expectations for the role

Dates and recruitment timeline

Applications close on Sunday 18th September 2022 at midnight.

Should your application be successful, you will be invited to an interview on **Thursday 22nd September** so please keep this day free.

Start date

Ideally, we are looking for a Community Manager to start by at the beginning of October, in order to provide a comprehensive induction and handover with our existing Community Manager (though there may be some flexibility to accommodate the right candidate).

Further information

Please note in accordance with the Asylum and Immigration Act 1996 to apply for a position with Yes Futures, you must be eligible to work and live in the UK.

If you have any questions about the role or want to know more about the recruitment process, please email Sophie, Acting Chief Executive and Director of Impact (sophie@yesfutures.org) who will be happy to answer any questions.

We look forward to hearing from you!



What our current employees say about working at Yes Futures

We are only a small team, but we all love working at Yes Futures!

“As well as every day being different, and the work we do being so rewarding, we have a fantastic team of dedicated, intelligent, interesting, passionate people! It's wonderful to be part of it all!”

“It is an extremely positive and supportive working environment. All employees / volunteers are valued and encouraged to contribute across all areas of the charity. The team are so enthusiastic and passionate about the fundamental ethos - helping to build a positive future for young people.”

“An extremely supportive and positive working environment at all times. All colleagues feel valued and encouraged to contribute to all areas of the charity. The energy and enthusiasm that goes in to supporting Yes Futures students is inspiring.”

“Yes Futures is an energetic, innovative and friendly organisation. We have a rapidly growing team of employees and volunteers, and every individual is made to feel part of the team.”

“It's a fun and friendly environment to work in. Our whole team is so hard-working and dedicated to what they do, bringing a fantastic energy to both the office and the schools that we work in!”

“Yes Futures is a great, friendly place to work! Employees and volunteers are all made to feel very welcome.”

“Fantastic team morale and support. Dedicated to our cause, professional and passionate about helping young people. Listens to employees, open to ideas, flexible approach.”

“I work with a supportive team with great passion and energy. We are all so different but share a passion for supporting young people. Our CEO is an inspiration and leads the way with her positivity, drive and enthusiasm.”

More Information about the Programme

Our Finding Futures (primary) and Rising Futures (secondary) are run slightly differently, but have the same core elements:

Programme Structure 
Welcome event
Coaching 1: Confidence
Play Your Part Day
Coaching 2: Communication
World of Work Day
Coaching 3: Resilience
Into the Wild Weekend
Coaching 4: Self-Awareness
Self-coaching workshop
Graduation Celebration
Forward to the Future workshop

Graduation: After the five months of intensive support, students celebrate their achievements throughout the year and are presented with an achievement certificate in front of parents, peers and teachers.

At this point, the students begin their Self-Coaching Journey, which enables them to embed their personal development habits into their everyday life.

Forward to the Future Workshop: Run five months after the Graduation, this is a chance to check in with students' progress, prompt them to continue their positive developments and assess longer-term impact.



Personalised Coaching

Each student receives personalised Coaching sessions with a fully-trained, volunteer Yes Futures Coach. Our Coaches support students to self-reflect and take responsibility for their development.

Throughout the programme students use Yes Futures' award-winning Talent Toolbox to document experiences and skills they developed during the programme. The Talent Toolbox focuses on four key talent areas: confidence, communication, resilience and self-awareness. Students set themselves challenging targets throughout the programme and work hard to achieve these.

The Coaching sessions run throughout the programme, in between the group sessions and the three trips. The Coaching sessions in our secondary school programme (Rising Futures) are one-to-one online sessions, whereas on our primary school programme (Finding Futures) they are delivered in small groups (of between 2-5 students).



Play Your Part

Students are immersed in a community action project for a day, developing their citizenship. Through volunteering, students realise the benefits of 'giving back' and gained practical, hands-on work experience.

For example, some students visited Horsell Common where they chopped down trees, cleared away overgrown bushes and toasted marshmallows around a fire! They demonstrated excellent teamwork and communication skills.



World of Work

Students develop an understanding of working life through valuable, first-hand experience. Through a day visiting a workplace, students get to network with a range of professionals.

For example, some student visited Hewlett Packard's Head Office where they met staff from different areas of the business and got a preview of some of HP's new technology. Students developed their own ideas for a new HP product and pitched this to HP staff.



Into the Wild

Students attend a three-day residential at a PGL activity centre, where they come together with students from other Yes Futures partner schools. Throughout the weekend, students participate in an action-packed timetable of activities such as raft building, rock climbing and the 'giant swing'. Students develop team work, communication skills and resilience through a range of physical and problem-solving challenges in an unfamiliar, countryside environment.

Despite the pandemic, we continue to have a transformational impact on young people:

72%

of students felt more motivated to achieve at school.

88%

of students felt more prepared for the future.

76%

of students have increased their confidence.

84%

of students felt the programme made a positive difference.



The Yes Futures Coaches were incredibly professional, patient and well organised throughout the programme. It was a pleasure to work with you."

Mr Scott Moore, Head of Year
Hoe Valley School



Every teenager ought to experience a programme such as the Yes Futures programme. The development of young people's confidence and skills, through real-world exploration and challenges, is essential to their life chances in the 21st Century".

Sir Michael Barber
Former Prime Minister's Education
Advisor





For more information

www.yesfutures.org
applications@yesfutures.org
07908687779

Empowering every young person
to believe in **themselves**



Charity number: 1155082