

Role Description

Role Title	The Money House Project Administrator
Location	MyBnk, 5-15 Cromer Street, London, WC1H 8LS
Commitment	Part time (Monday morning essential)
Salary	£21,000 pro rata plus benefits package and training budget
Closing Date	17 th December 2018

Background

MyBnk are an award-winning UK education charity, specialising in creating and delivering high impact financial and enterprise education programmes for 7-25 year olds. Our mission is to empower young people to take charge of their futures by bringing money to life. Our vision is a financially capable and enterprising generation.

Whatever their background, whatever their ambition MyBnk helps put young people in control of their money and their dreams within reach. We call it investing in their future!

We are seeking a capable and proactive Project Administrator, with a minimum or two years' experience. You will provide an excellent customer focused administrative and project support to The Money House (TMH) project. You will deliver a responsive and quality front line service to all project service users, internal and external stakeholders. You will work within an organisation which consistently exceeds its' targets and delivers significantly positive outcomes for young people.

Duties include:

Project Management Support

- ⚡ Arrange and service meetings with internal and external stakeholders including steering group meetings and taking minutes.
- ⚡ Project administration, including, correspondence and minutes
- ⚡ Support TMH Project Manager to compile and submit monthly and quarterly data.
- ⚡ Support project communication activities including supported planned events
- ⚡ Act as a point of contact for TMH project ensuring any requests, queries and problems are resolved in a manner that improves overall customer satisfaction/experience
- ⚡ Contact all service users in a systematic way to ensure that expected numbers attend TMH
- ⚡ Provide a responsive, excellent, customer focused and efficient front line/telephone/e-mail service to all customers, internally and externally
- ⚡ Proactively communicate, negotiate and work with colleagues and stakeholders to meet project objectives
- ⚡ Manage incoming referrals to TMH from referring partners including registering service user details on Salesforce, handing over to TMH staff, and maintaining associated monitoring systems
- ⚡ Provide general administrative support to TMH Project Manager as required in the execution of their duties.
- ⚡ Collating data that can be used for reporting purposes by the TMH Project Manager
- ⚡ Support TMH with generating standard letters, mail outs and responding to information requests as directed by TMH Project Manager

Person Specification

We are looking for energetic and engaging individuals with a genuine interest in social change, education and the empowerment of young people.

You must:

- ⚡ Have a minimum of two years' experience of working in an office environment
- ⚡ Excellent verbal communication skills to be able to engage in professional discussions internally and to represent MyBnk externally, to a range of stakeholders.
- ⚡ Undertake work with some understanding/knowledge of local organisational objectives, processes and the impact of their work
- ⚡ Prioritise and organise own work to meet agreed upon deadlines set by others
- ⚡ Build short – mid-term relationships with customers in order to provide high levels of service. View and treat customers positively; understand their importance in relation to corporate aims
- ⚡ Solve problems using standard procedures/processes in an effective and timely fashion
- ⚡ Convey/present key messages clearly and effectively to stakeholders in writing and verbally
- ⚡ A commitment to working within a small and growing team that goes the extra mile. Be comfortable with multi-tasking, working pro-actively and independently towards both personal deadlines and the goals of the wider team.
- ⚡ Demonstrate a high level of proficiency in the use of MS Office packages (including Excel, Word and Outlook) in order to maintain and manage relevant data to an excellent standard.

Desirable:

- ⚡ A knowledge of Salesforce or other CRM database.
- ⚡ An interest in working to support young people to make positive transitions to adulthood

About MyBnk

The charity MyBnk is the UK's leading designer and deliverer of financial and enterprise education programmes for young people.

Our experts bring a range of workshops covering topics such as budgeting, tax, debt intervention, university finance and social enterprise to 7-25 year olds in schools and youth organisations.

We have helped over 200,000 young people manage their money and start their own business with 1,000 partner organisations. MyBnk also designs projects and training programmes for other organisations. We are recent winners of The Guardian Charity Award, Children & Young People Now Leaving Care Award and the Centre for Social Justice's Poverty Prevention Award. Our projects are proven and evaluated by the national Money Advice Service.

Our Vision:

A financially literate and enterprise driven generation.

Employer Benefits

MyBnk have a number of benefits for our employees including:

- ⚡ 25 days per year annual leave, pro rata full time equivalent (plus bank holidays)
- ⚡ Matched contribution pension scheme (we match up to 4% of your salary)
- ⚡ Income protection insurance
- ⚡ Death in service insurance
- ⚡ Childcare voucher scheme
- ⚡ Cycle to work scheme
- ⚡ Annual training allowance
- ⚡ Enhanced maternity, paternity and adoption leave and pay
- ⚡ Flexible working policy
- ⚡ Season ticket loans

MyBnk Values in Tweets

#YouthAtTheHeart of @MyBnk, why do we do it? – It's all about the young people #obvs.

#Impact @MyBnk, always delivering the best possible outcomes for young people #quality.

#LaughAsYouLearn @MyBnk bringing money & enterprise to life for young people, staying fresh, focused and fun.

#Driven @MyBnk, being relentless in the pursuit of our mission #pacesetting.

#StraightUp @MyBnk, telling it how it really is – helping young people make informed decisions.

Application Process

Please send a CV and covering letter to jobs@mybnk.org by 17th December 2018

Please direct any questions about this role to Manfred Meyer, Chief Operating Officer on 020 3581 9920 or email manfred@mybnk.org