



Job Title: Business Support Officer (Maternity Cover) - #iwill Team

Role Reports To:	Head of Partnerships and Impact
Direct Reports:	None
Hours:	35 hours per week
Job Family:	3
Department:	Partnerships, Communications, and Impact

Role Purpose

As the #iwill Business Support Officer, you will be helping to grow a UK wide movement of youth social action, where young people are equipped and enabled to shape change in their own lives and communities. You will be part of the #iwill coordination hub team, working alongside colleagues in Volunteering Matters and #iwill partner UK Youth to ensure that #iwill projects and programme activities are effectively coordinated, appropriately resourced, compliant and have the information and tools they need to run effectively.

You will work directly with the Head of Partnerships and Impact and Digital Communications Manager and will be part of the #iwill team across Volunteering Matters and UK Youth. With your strong organisational, time management and communication skills, you will be responsible for leading on planned delivery, like reviewing and updating webpages and digital resources, administering #iwill Partnership meetings and team gatherings, supporting communications activity such as campaigns and newsletters, and providing business support to enable the #iwill movement to grow. You will also work closely and collaboratively with colleagues across the team on areas of planning, financial management, and impact.

You will demonstrate trust and respect for your team members and foster a culture of collective accountability. In collaboration with the wider team at Volunteering Matters you live our values and will play a leading role in making Volunteering Matters an inclusive, happy, and rewarding place to work and volunteer.

Key Duties/Responsibilities

- Provide Business Administration support to the #iwill team- this includes servicing meetings, and project monitoring.
- Provide administration support to enable the #iwill movement to grow- including liaison with internal and external colleagues, youth engagement, and stakeholder mapping and engagement.



VOLUNTEERING MATTERS

- Support the planning, implementation, and impact reporting of key #iwill delivery, including Power of Youth Day, #iwill Week, and Ambassador recruitment.
- Monitor, refresh and update the website, ensuring content is relevant and up to date.
- Support the development of new web-based good practice resources for Power of Youth charter signatory organisations, such as case studies, Youth Advisory Board set-up guides, and other youth empowerment related materials.
- Liaise closely with internal colleagues across all core service areas, collaborating where necessary to ensure strategic priorities are met.
- Provide support and help with preparation for funding applications and monitoring reports.

Skills

- Excellent administration skills- well developed skills using all Microsoft 365 functions, Zoom, Canva and ideally WordPress.
- Excellent interpersonal skills to enable effective relationships.
- Excellent organisational and time management skills
- Self-Motivated
- Team Player
- Ability to demonstrate integrity.
- Ability to multi-task
- Sound judgement
- Approachable

Experience Required

- Experience of performing a business support function
- Willingness to platform young people
- Belief in the Power of Volunteering and Youth Social Action.

Qualifications

Relevant experience and values alignment is more important for this role than specific qualifications.

Other

Location

The post will be home based in the UK, with some UK travel required. The postholder will need good internet access to enable remote working. I.T. equipment and infrastructure will be supplied.

This role requires full DBS clearance.



Our Values & Way of Working:

In all that we do, we embrace the philosophy of 'Freedom within a Framework' and are guided by our values: Empowering, Inclusive, Compassionate, Positive & Straightforward.

This job description is intended to include the broad range of responsibilities and requirements of the post. It is neither exhaustive nor exclusive but while some variations will be expected, these will be at an appropriate level for the role.