

Administration & Business Support Coordinator Job Description

Base:	To be agreed, hybrid working
Region:	West Mercia (Worcestershire/ Herefordshire/ Shropshire/Telford & Wrekin)
Reports to:	CEO
Working hours:	12-25 hours per week
Contract type:	Permanent
Salary:	£24,831.39 (FTE for 37h/w)

About YSS

YSS enables people to be emotionally resilient, to thrive, and to feel they belong to a community. We uphold people's rights and responsibilities, ensuring they can exercise them with dignity and respect.

We are a charity that helps people to help themselves, and we've been doing so for more than thirty years. There are thousands of people in our communities who struggle with life and face what seem to be insurmountable barriers - they are why we exist. We provide a wide variety of community-based support for people and are often described as the 'glue' between those at risk of social isolation and the wider mainstream society.

We run a diverse range of services working with 7- to 70-year-olds but our aim is always the same – to help people to break through barriers and to achieve their potential. Our website – www.yss.org.uk – contains further information about YSS and all our projects and services.

Job Purpose

To provide proactive, high-quality executive and organisational support to the CEO and Senior Management Team (SMT).

You will act as the coordination hub for the organisation — anticipating needs, keeping priorities on track, and ensuring that governance, strategy, and day-to-day operations run smoothly.

This is a varied and fast-paced role, ideal for someone who enjoys taking initiative, solving problems, and helping others work at their best.

Main Responsibilities

- Provide proactive executive support to the CEO and SMT including diary and inbox management, scheduling, and prioritisation of commitments.

- Anticipate upcoming priorities and help the CEO and SMT plan time effectively.
- Coordinate the smooth running of SMT operations — preparing agendas, reports, presentations, minutes, and tracking actions to completion.
- Research and compile information to support meetings, reports, and decision-making.
- Liaise with internal and external stakeholders, ensuring all enquiries are handled efficiently, professionally, and with discretion.
- Support charity-wide operational and project needs, including logistics for events, travel, meetings, and supplies.
- Maintain organised digital records and documentation using MS Office, Teams, and SharePoint.
- Support clear and effective internal communication across YSS.
- Identify and implement improvements to processes, systems, and administrative efficiency.
- Undertake additional coordination and business support tasks as required by the CEO or SMT.

Person Specification

Essential

- Proven experience in a senior administrative, executive assistant, or coordination role.
- Exceptional organisational and time-management skills — able to manage multiple priorities and keep others organised.
- Excellent written and verbal communication skills, with strong attention to detail.
- Ability to anticipate needs, plan ahead, and follow through on actions.
- Discretion and professionalism when handling confidential information.
- A proactive, flexible, and solutions-focused attitude; comfortable working independently and within a small, dynamic team.
- High level of digital literacy — confident using MS Office (Outlook, Word, Excel, PowerPoint), Teams, and SharePoint.
- Committed to continuous improvement and identifying better ways of working.
- Alignment with YSS's values and mission.
- Full UK driving licence and access to a car (some travel required).
- Legal right to live and work in the UK

Desirable

- Experience working in the non-profit or charity sector.
- Understanding of charity governance and compliance requirements.
- Experience supporting senior leaders or boards.
- Experience coordinating events or cross-organisational projects.
- Awareness of safeguarding and risk-management principles.

Notes

- YSS operates in a fast-moving environment and may from time to time vary the content of this job description after consultation to reflect changes to the job, without altering the general character of the post or level of responsibility.
- The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees, volunteers and service users and is consistent with YSS policies.
- Weekend and evening work may be an occasional feature of the role
- YSS values people as individuals with diverse opinions, cultures, lifestyles, and circumstances. We are committed to building a culturally diverse team and therefore encourage applications from a diverse range of candidates, to help us reflect our world and the communities we work alongside.
- We are a signatory of the Armed Forces Covenant and committed to being a forces-friendly employer. We actively encourage applications from veterans and service leavers. As part of our commitment to fair recruitment, we ensure that candidates from the Armed Forces community are not disadvantaged due to gaps in employment, non-traditional career paths, or transferable qualifications. We assess all applicants based on skills, potential, and experience.
- Our organisation follows Safer Recruitment principles and guidelines for all posts where contact with children and/or adults at risk is possible – this includes a full application process, interviewing candidates, taking up and verifying two satisfactory references (one of which must be from your last employer), verifying qualifications, identity checks, an enhanced (Disclosure and Barring Service) DBS check and HMPPS prison vetting.

Why Work for YSS?

- Annual leave of 27 days, plus 8 bank holidays and 2 company holidays.
- Pension Scheme.
- Employee Health & Wellbeing plan.
- Occupational sick pay.
- Flexible working / hybrid working.
- Monthly supervision for support / personal development.
- Robust induction and training programme with an organisational commitment to ongoing training and personal development.