



Organisation:	You Make It
Role:	YCI Account Manager
Mission of the role:	Support the Director of Development to ensure high impact business growth opportunities with partners/ clients
Reporting to:	Director of Development for workflow and to the CEO for personal development
Location:	3 days a week in our shared office space at SHED
Salary:	£26-28k pro rata (depending on experience)
Benefits:	Pension starts after 3 months and is 5.25% employer's contribution (1.75% employee'). We also make a financial contribution towards therapy and a wellness budget
Holiday:	25 days per annum pro-rata (rising to 28 days after 3 years) plus public holidays
Contract:	2 Year Fixed Term Contract (subject to passing 3month probation and secured funding)

We especially encourage applications from those with lived experiences that resonate with the beneficiaries of our women's empowerment programmes.

ORGANISATION OVERVIEW

You Make It (YMI) is a dynamic, award winning and evolving charity that runs 4 month long holistic empowerment programmes for young unemployed and underemployed women from inner London. Over 90% of our beneficiaries are Black and Asian, and all are from working class backgrounds. Our programmes equip women with the confidence, professional networks, experiences, skills and attitude needed to achieve financial independence and greater integration in our ever-exciting capital city.

In addition to running core programmes, in 2020 we launched You Change It; an anti-racism allyship programme with a human-centred approach. Delivered by expert facilitators with lived experiences of racism, the programme allows employers to learn about and solidify their values to stand up against racism in practical and meaningful ways.

You Make It is committed to developing its staff talents and capabilities and has a training budget for staff to access professional development opportunities.

WHAT YOU WILL DO

- Undertaking research for organisation leads delegated by Director of Development

- Sending mailouts and comms devised by the Director of Development
- Organising and scheduling meetings with clients/ partners
- Coordinating bookings, contracts, invoices related to YCI clients
- Manage the booking process of YCI facilitators under the direction of Director of Development
- Maintaining the database of clients
- Ensure the delivery team is aware of group numbers, any neurodiversity or accessibility needs for facilitation of sessions
- Be the first point of contact for clients/ partners to ensure they're satisfied with the products they buy eg YCI, and that they receive the information they need
- Clearly understand and communicate the importance of the work we do in a compelling, passionate and intelligent way;
- Understand the wider cultural and historic context around anti-racism allyship and why this work is important
- Be an active member of a small charity with big impact

PERSON SPECIFICATION: (D= desirable, E= essential)

- Someone with 2-3 years of administrative and or account management experience (E)
- Exceptional interpersonal skills with the ability to connect with people from a range of backgrounds (E)
- Excellent written and verbal communication (E)
- Highly organised multi-tasker, with a personality that works calmly under pressure (E)
- IT proficient (inc Excel, Word, being web-savvy with experience of mail-merges etc), literate and numerate (E)
- Passionate about equality, diversity and social change (E)
- Experience of working with Quickbooks for invoice generation (D)
- Experience of database management (D)

To apply, please send a CV, a cover letter detailing your suitability for the role to roxi@you-make-it.org. The closing date for applications is 5pm Monday 25th July 2022. Interviews will take place the following week.