Job Description

Job title	**Charity Support Coordinator**
Contract	**Up to 22 hours per week over 3 – 4 days, London and home hybrid**
Salary	**Up to £29,000 per annum FTE**
Reports to	**Director**

Organisation overview

Youth Legal is a London-based charity dedicated to providing free legal advice, representation and advocacy to young people facing social, economic and legal challenges. Our mission is to bring lasting change to the lives of marginalised and vulnerable young people by providing easy access to young person-friendly social welfare lawyers and advisers offering high-quality, holistic support and legal education. We work with local communities, youth charities and legal professionals to help create a more equitable and just society for young people.

Role overview

The Charity Support Coordinator will provide flexible administrative and operational support across Youth Legal. Working closely with the Director and wider team, they will help coordinate client enquiries, volunteers and the day-to-day running of the office. They will also support routine financial administration, organisational systems, grant monitoring, communications, policies and renewals as well as maintaining the case management system updates and custom fields – being data savvy is a definite advantage.

This is a varied role requiring someone organised, dependable and willing to help wherever needed within a small charity. An interest in fundraising would be desirable, with opportunities to support or lead small grant applications. The role offers considerable room for growth, and once settled in the role, we will support the postholder to develop towards the areas of charity operations, volunteer management, communications, fundraising or project work that most interest them.

Key responsibilities

This list is not exhaustive and may be changed in consultation with the postholder.

Client and Office Coordination

- Respond to telephone, email and other general enquiries in a welcoming and professional manner.
- Gather initial information, identify urgent or safeguarding concerns and refer enquiries in accordance with agreed procedures.
- Coordinate the office rota and help ensure appropriate staff or volunteer cover.
- Monitor office supplies, undertake regular stock checks and arrange orders when required.
- Support the administration of IT, telephone and other office systems.

Volunteers and Communications

- Coordinate volunteer recruitment, onboarding, induction, rotas and ongoing administrative support.
- Maintain oversight of volunteer tasks and help ensure work is completed accurately and on time.
- Coordinate volunteers supporting Youth Legal's social media and other communications.
- Assist with outreach activities, events and the distribution of accessible legal information.

Systems and Information

- Support the effective use and ongoing development of AdvicePro and other internal systems.
- Monitor whether staff and volunteers are using the case management system correctly and keeping their records up to date, while recognising that each person remains responsible for the accuracy and completion of their own data.
- Help maintain custom fields, reporting categories, templates, user guidance and other system settings.
- Monitor shared inboxes, calendars, contact lists and outstanding administrative actions.

Finance and Organisational Administration

- Process and file invoices, support routine banking administration and maintain accurate financial records for the Director and bookkeeper.
- Monitor supplier payments, subscriptions, licences, contracts and recurring services.
- Coordinate insurance and other organisational renewals, ensuring deadlines and required information are identified in good time.
- Arrange meetings, maintain organisational records and support staff onboarding and internal scheduling.

Grants Fundraising and Reporting

- Assist with grant monitoring by collating accurate activity, outcome and financial information.
- Support the preparation of funder, management and Trustee reports.
- Research suitable funding opportunities and, where possible, prepare or coordinate applications for small grants.
- Maintain accurate records of funding deadlines, reporting requirements and supporting evidence.

Policies Procedures and Development

- Support the review and routine updating of policies, procedures, templates and internal guidance.

- Assist the Director with organisational projects and service improvements.
- Identify administrative gaps or inefficient processes and suggest practical improvements.
- Undertake training and development relevant to the role and gradually take on greater responsibility in agreed areas of interest.

Person specification

Essential

- Strong administrative and organisational skills, with the ability to manage competing priorities and complete tasks reliably.
- Clear, compassionate communication skills and confidence dealing with people who may be distressed or facing urgent problems.
- Excellent attention to detail and confidence maintaining accurate digital records.
- Good IT skills, including email, calendars, Word, spreadsheets and online databases.
- Strong understanding of confidentiality, professional boundaries and the importance of safeguarding.
- Commitment to equality, anti-oppressive practice and improving access to services for young people.

Youth Legal requires every employee to consent to an enhanced DBS check on appointment.

Desirable

- Experience in a charity, legal, advice, youth or community setting.
- Experience of triage, referral coordination, client administration or case-management systems.
- Experience supporting volunteers, events, monitoring data or funding reports.
- Familiarity with AdvicePro or a comparable case-management system.

Personal attributes

- Committed to empowering young people and improving access to justice.
- Collaborative, flexible and willing to contribute to a small organisation's changing needs.
- Calm, resilient and able to use sound judgement in a busy environment.
- High standards of integrity, professionalism and emotional intelligence.

Application process

Please submit the online form to be sent the full application form.

Youth Legal is an equal opportunities employer. We value diversity and warmly encourage applications from all communities and from candidates who share lived experiences with our service users.