



RYA Coordinator
Candidate Information Pack

March 2019

A message from the Chief Executive

Thank you for showing an interest in this position.

"Investing in the lives of young people" is at the centre of all UKSA do.

We're a unique national charity – the only place where a 6 year old from an inner city school can have their first experience away from home and on the water through to young people on full time education courses, training Professional Watersports Instructors, Yacht Masters right the way up to officers and captains of vessels and super yachts up to 3000 tonnes – we are the largest RYA centre in the world.

Here at UKSA we believe in the power of the sea to transform the lives of thousands of young people each year, from all around the UK. Founded over 30 years ago by philanthropist and entrepreneur, Noel Lister and his wife Sylvia, over 150,000 people have benefited from our training and watersports programmes.

Over the last 3 years we have further enhanced our financial sustainability, by ensuring our training revenues drive sufficient surplus into the charity thus enabling us to continue to invest in our transformational Sea.Change activities, but also look to the future.

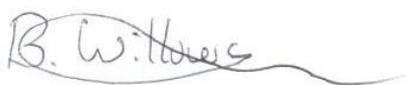
A new fundraising strategy has been developed to support our capital development plans. Some of this now relies on our key relationships with other charities who work with a similar demographic of young people. This partnership approach, which is favoured by funders, allows young people from these charities to visit UKSA for intensive programmes with the aim of helping them to break free from their existing lives and prepare them for other training and work. In addition, we are actively seeking donations from individuals, Trusts and corporates who can help support our future sustainability.

UKSA has recognised that in order for the charity to continue to develop and maintain its market position, investment is needed at its headquarters in Cowes. Creating a new flexible accommodation facility will enable an increase in capacity to maximise income and numbers of young people, and open up other income generating opportunities.

The necessary fundraising has commenced, with the aim to raise £3m to undertake the full refurbishment of the site. We intend to start building the new accommodation facility in the Autumn of 2020.

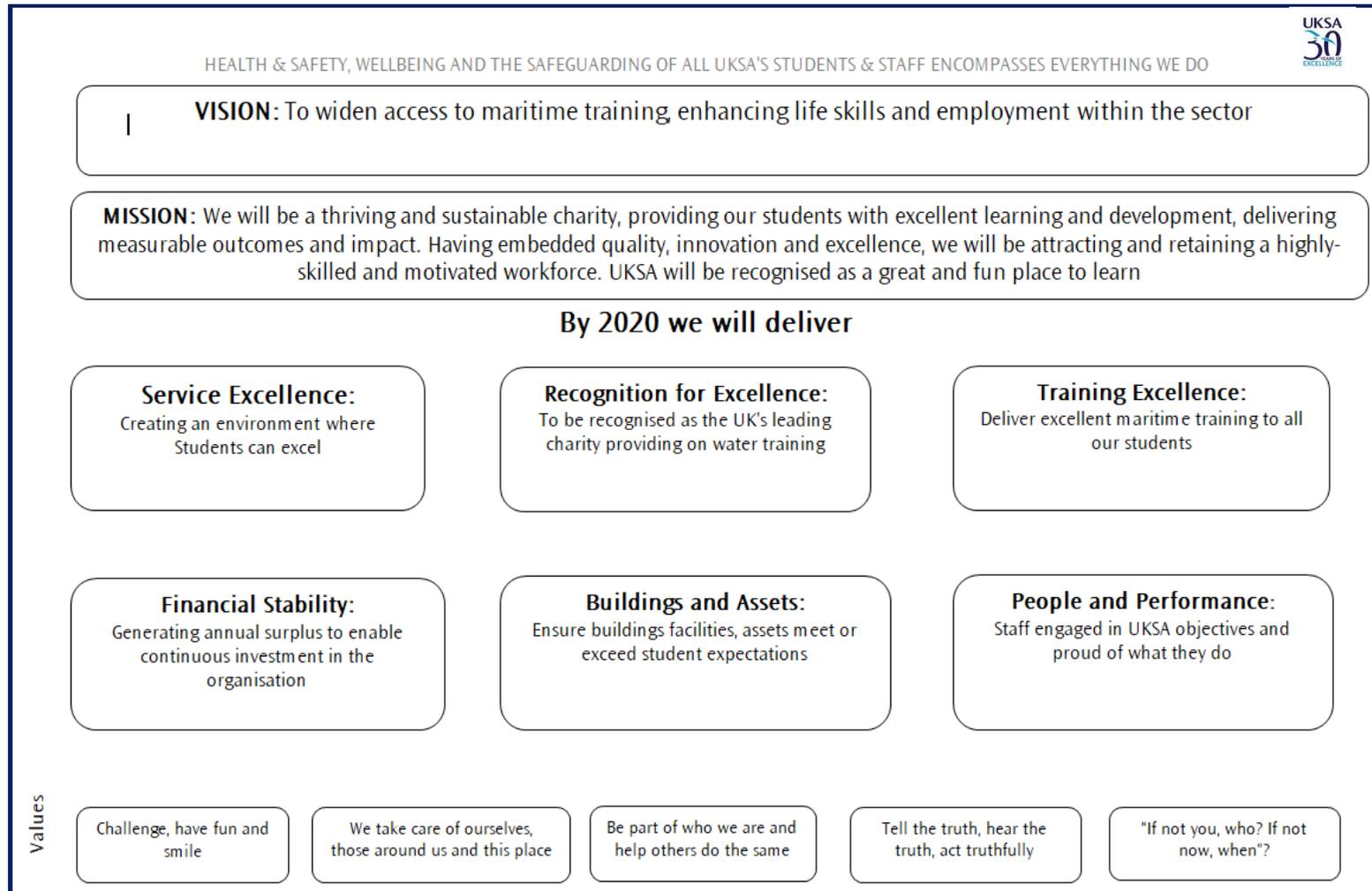
We have an exciting time ahead and we are looking for individuals who can be pro-active within a fast past and unique environment; who excel at being part of a team, thrive at solving problems and have a desire to be part of UKSA's future and in turn support young people who most need our help.

I look forward to your application.



Ben Willows
Chief Executive

Below is a summary of our "All Aboard Strategy" which shows our Vision, Mission 6 key strategic priorities and objectives along with our organisational Values.



Application Process

Please complete the application form which is available on the website and email it to recruitment@uksa.org

Closing Date: 9am Monday 8th April 2019

Date for Interview: Friday 12th April 2019

Shortlisted applicants will be invited to:

- Attend an interview as part of the process.
- Complete an in-tray based assessment exercise
- Have a short tour of the UKSA site

Job Description and Person Specification	
Job Title:	RYA Administrator
Reporting to:	Head of Facilities and Hotel Services
People/Team Management:	N/A
Band:	B4
<p>Key Purpose:</p> <ul style="list-style-type: none"> • Taking key responsibility for the administration of all UKSA RYA student certification • To be a pro-active communicator to the Facilities team to ensure the handover of accurate and timely information from Operations administration and programming • Accountable for maintaining the records of all UKSA RYA pass rates and certification for reporting purposes • Supporting RYA course administration with course literature and logistics • To be a positive first point of contact for customers and visitors to UKSA via UKSA reception 	
<p>The duties and responsibilities will include, but are not limited to:</p> <ul style="list-style-type: none"> • Ensuring that the logging and distribution of student certification is completed in an accurate and timely manner to comply with National Governing Body, RYA and UKSA requirements • Ensuring that when necessary to cancel external resources/staff it is done so expediently to comply with terms and conditions for cancellation and avoid incurring financial charges • Purchasing training materials (course notes/certificates/log books etc) for RYA courses, under the budgetary guidance of the Head of Training • Liaising with Facilities managers and other key staff to ensure information is shared from Operations with particular responsibility for meal numbers and catering requirements • Assisting the Reception Admin and Administration Managers with any ad hoc tasks and contributing to team workloads when colleagues are absent due to holidays, sickness or training obligations • Undertake cross cover training to provide support and cover for the MCA Coordinator • Undertake shifts on Reception as the rota requires • Read and action all emails received in a professional manner 	
<p>Reception</p> <ul style="list-style-type: none"> • Cash Handling and till management • Deal with all student, visitor and staff enquiries to Reception in a timely and friendly manner • Operate the switchboard and handle calls in a courteous and professional manner • Work weekends on rotational basis as required • Manage the arrival of people entering UKSA via the gate system 	

- Cover the bar staff break during the evening
- Ensure the reception lobby area is kept clean, tidy and hovered. This includes emptying the bins in the lobby area and making sure the water machine is clean with cups available

Financial & Performance Management

- Ensure the delivery of effective performance management, financial control and budget management for areas of responsibility
- Support the preparation of annual budgets for income, expenditure, staffing and capital

Health & Safety

- Demonstrate a duty of care of your own health and safety and that of other employees, co-workers, customers and other UKSA personnel to help everyone meet our share legal requirements

Individual/Team Performance and Development

- Ensure adherence to all policies and procedures and promote the Vision, Purpose and Values of UKSA
- Understand your objectives and how these fit in with individual, team and business performance
- Take responsibility for your own performance and development by preparing for and take full part in 1-1 reviews and appraisals with your manager
- Deliver excellent customer service standards by understanding and responding to our customers' changing needs
- Lead by example to promote adherence to all policies and procedures and upholding the Vision, Purpose and Values of UKSA

General

- Comply with and promote UKSA equality and diversity, data protection and health & safety policies and procedures
- Make a commitment to deliver excellent customer service

This Job Description and Person Specification is not exhaustive and reasonable flexibility is expected to meet the changing needs of the business; it will be reviewed and may be updated from time to time in conjunction with the post holder.

Person Specification		
	Essential	Desirable
Knowledge:	<ul style="list-style-type: none"> Working knowledge of CRM/data management systems for data integrity, interrogation and reporting 	<ul style="list-style-type: none"> Knowledge of RYA courses
Qualifications:		<ul style="list-style-type: none"> Relevant business/administration diploma/qualifications (NQF level 3-4 or equivalent an advantage)
Experience:	<ul style="list-style-type: none"> Strong experience in a busy administrative role working to competing deadlines 	
Skills:	<ul style="list-style-type: none"> IT literate with in-depth knowledge of Microsoft Excel and other Office software Excellent written literacy and numeracy with a high level of attention to detail and accuracy 	
Personal Attributes: <ul style="list-style-type: none"> Able to demonstrate strong organisational and prioritisation skills Demonstrates a strong motivation to deliver the highest standards Excellent communication skills; able to engage professionally and confidently at all levels in the organisation A desire to be part of a close team and sharing the goals; pro-actively supportive to colleagues to achieve a high standard of departmental performance Ability to work collaboratively, and cross-functionally Strong customer focus and desire to deliver the best outcomes for beneficiaries 		

RYA Coordinator – Key Terms and Conditions

Salary	<p>£17,675 per annum</p> <p>Payable on 28th of each month</p>
Tenure	Permanent
Annual Leave	<p>25 days plus Bank Holidays</p> <p>The leave year runs from 1 December to 30 November</p>
Working Hours	<p>40 hours per week rostered over Monday – Sunday</p> <p>Flexibility in your hours will be required to include two in four weekends, occasional public holidays and evenings as the needs of the business dictate</p>
Location	This role is based at UKSA, Arctic Road, Cowes
Pension	<p>National Employment Savings Trust</p> <p>Employer contribution of 3%</p>
Sickness	In the first three months of employment you are entitled to Statutory Sick Pay only, thereafter UKSA will pay up to 6 casual or "waiting" days in any rolling calendar year
Notice Period	During the probationary period notice will be 1 week and after that 4 weeks after 6 month's continuous employment is required
Probationary Period	6 months
Disclosure and Barring Service check	Required

