

The graphic features a central white circle with a dark blue border. Inside this circle, the text 'the key' is displayed in a bold, black, sans-serif font. To the right of the text, a cluster of colorful arrows (yellow, orange, red, pink, blue, green) points upwards and outwards. Surrounding the central circle are several other circles: a large magenta circle to the top right, a light blue circle with diagonal lines to the top right, a teal circle to the bottom left, and a light blue circle with diagonal lines to the bottom left.

**the  
key**

# Candidate Pack

## Business Support Manager

# HELLO!

**We are a charity based in North East committed to inspiring young people to believe in themselves; especially those facing challenging circumstances. Everything we do is for the benefit of young people and built from our core beliefs that young people should be:**

- Empowered to use their voice and be heard
- Trusted to lead and deliver projects meaningful to them
- Supported to build the skills and confidence they need to thrive
- Inspired to become active citizens by exploring enterprise or tackling social issues

**Our core beliefs are supported by our organisational values of:**

- **Collaboration:** We achieve more together than by acting alone
- **Focus:** We keep sight of the goal to achieve our mission
- **Growth:** We constantly strive to be the best we can be



# About us

## Who we are here for

The Key exists to inspire belief in young people. We target our support towards young people aged 11-25 from the North East of England. These young people often reside in areas of high deprivation and are facing challenging circumstances such as being a young parent or carer, having a disability or mental health issue, being on the fringes of or in the criminal justice.

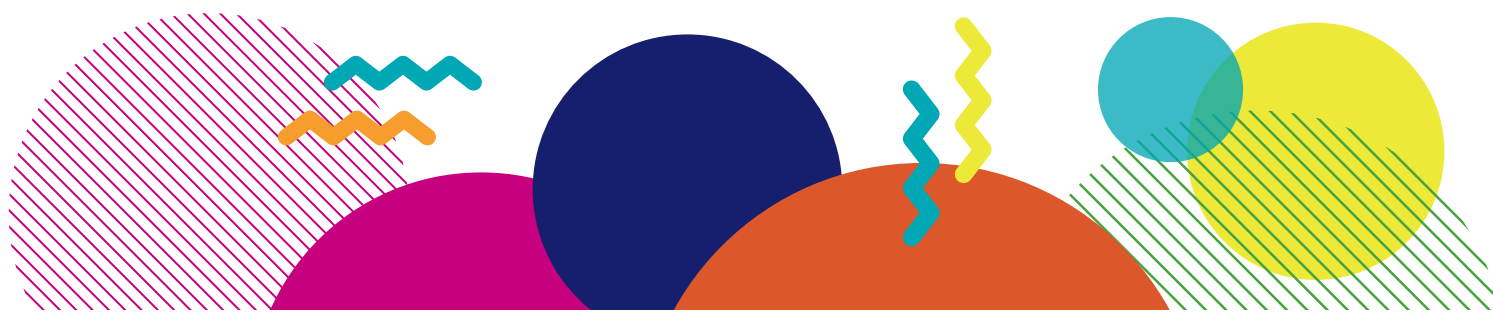
## Issues they are facing

The issues facing young people (11 to 25) in the North East are generational poverty, unemployment and a lack of social mobility. Too many young people do not believe in themselves and are not achieving their potential. On an individual level, this is caused by the fact that many young people lack opportunities to be inspired, to develop their autonomy, to build supportive relationships and to acquire life skills. Consequently, these young people often develop fixed mindsets and poor emotional wellbeing, and many disengage from their communities and wider society.

The pandemic has caused many of the problems identified above to further deteriorate. Young people spent more time at home than ever before and had little opportunity to be with friends and get involved in positive opportunities.

## How we're making a difference

Working in partnership with over 100 organisations supporting young people throughout the region, we empower young people to realise their potential, develop the skills they need to thrive, and recognise the positive impact they can make in society. We do this by providing young people with the opportunity to complete our tried and tested, youth-led, skills development programme, KEY+.



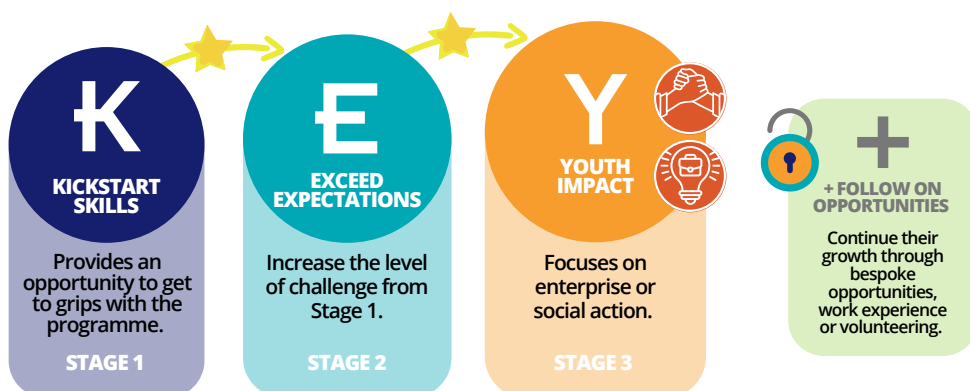


## What is KEY+

KEY+ is built from over 30 years experience and founded on our core beliefs. It is a three-stage challenge that provides young people with the opportunity to believe in themselves and have agency to lead their own projects.

Within each stage, young people form a group, and progress through a five-step model where they **think**, **plan** (including budget), **pitch** to a panel (Dragon's Den style), **do** and **review** their own project ideas. At each stage they have access to funding to bring their ideas to life which increases with the challenge at each stage.

Transitioning through the stages sees young people build their confidence and skills, grow as individuals, and recognise the positive impact they can make.



**KEY+ supports young people to develop a set of 12 important skills.** We call these the 12 Key Skills and they focus on on 3 distinct areas - Self, Relationship and Task. They are under-pinned by the Self-determination Theory which suggests that people become self-determined and form a growth mindset when their needs for competence, relatedness, and autonomy are fulfilled. By developing a growth mindset, young people realise they have the power to achieve anything they put their mind towards through hard work and determination.

KEY+ meets these psychological needs of autonomy (self), relatedness (relationship) and competence (task) and is designed to empower young people to take action on the things that matter most to them whilst changing the way they look at their futures.


# Why us

## Why work for us

We are a relatively small organisation with big ambitions, operating on an increasingly larger stage. We are looking forward to a bright future as we work collaboratively to achieve our long-term vision.


The Business Support Manager role is an excellent opportunity for you to join a supportive team and make a collective difference at a long-standing regional charity. The Key is a small but ambitious values-led organisation with a budget for development.

You will experience the difference our support makes to young people every day and witness the inspiring stories of their ideas, development and progression. That is the fuel that drives and motivates us to achieve more. Here is just a flavour of the things we hear from young people...




“ I really did feel empowered and it changed the way I thought. It left me thinking nothing was beyond my reach.

**CRAIG** ”



“ The Key meant I am capable of being independent and I've got capacity of doing my own unique things and being successful.

**MAHNOOR** ”



“ The Key helped me no longer feel alone. It helped me feel part of a team and I am so much more confident now.

**MATT** ”

## Five reasons to choose The Key

1. An opportunity to inspire belief in young people through KEY+.
2. Work alongside a fantastically skilled and dedicated team and Board of Trustees, who promise to challenge, empower and support you.
3. A unique chance to play a significant and developmental role in an exciting period for a long-serving North East youth charity.
4. Great professional development and profile-raising opportunities.
5. Excellent team spirit with a cracking selection of cake and biscuits.

# The Role

## Job Description: Business Support Manager

### Purpose of the role:

- To lead and manage internal operations (Finance, HR, Health & Safety, IT and risk management) to ensure we have effective and efficient systems in place.
- Contribute to the development and delivery of the organisations annual plans

**Salary:** £29,000 - £32,000 per annum

**Hours per week:** Full-time - 34 hours (Potential part time by negotiation)

### Main responsibilities

#### Finance

- Manage income/expenditure including managing cash flow/reserves in line with budget, reconciliation of bank payments, invoicing, project budgets and petty cash
- Coordinating monthly payroll, expenses and handling enquiries from HMRC
- Contribute to annual budget and target setting and manage annual audited accounts
- Provide financial information and data reports as needed
- Contribute to the development of budgets for funding bids

#### Governance

- Prepare accurate and timely management information (financial and non-financial information) for the Executive Team and Board of Trustees
- Act as a secretary to the Board of Trustees to ensure that board information and processes meet statutory obligations.
- Co-ordination of up to date policies and procedures

#### Human Resources

- Maintain staff management systems and processes, which comply with legal requirements and support wellbeing and safety of employees

#### IT

- Oversight of our IT systems and working with our IT support

#### Administration

- Manage back office finance, information and administrative systems and processes so that services to stakeholders are delivered in a measurable, cost effective and high quality way

#### Health and Safety / Premises

- Manage The Key office to ensure it is a safe, welcoming environment, which meets the needs of both staff and visitors including maintenance and repair and health and safety checks are carried out

# The Role

## **Person Specification: Business Support Manager** **Skills and experience**

### **Essential**

- Accountancy/finance qualification (including a working knowledge of Sage)
- Leadership skills and experience of working with suppliers
- IT and data literate, ability to analyse and interpret data, financial information
- Knowledge and experience of principles of project management to support with monitoring and reporting
- Excellent planning and time management skills
- Office management
- Willingness to be part of a team striving to learn and improve

### **Desirable**

- Knowledge of how charities operate
- Experience of working within the voluntary and community sector
- Interpersonal and communication skills
- Experience of developing and implementing HR policies and procedures

### **Personal characteristics**

- Passionate about inspiring belief in young people
- Able to live, breathe and cultivate the values, integrity and reputation of The Key
- Motivated with a drive to reach annual realistic targets
- Drive, determination and ability to use own initiative
- Reliable, flexible, adaptable

## **Recruitment process**

- To apply, please send a CV and a two page covering letter explaining what skills, experience and qualifications you have that match the person specification to [theteam@thekeyuk.org](mailto:theteam@thekeyuk.org)