

# Membership Support Coordinator (full time)



<b>Salary:</b>	£27,000 per annum
<b>Hours:</b>	Full time (35 hours per week)
<b>Term:</b>	Fixed-term contract until 31 July 2024
<b>Place of work:</b>	Homeworking
<b>Application deadline:</b>	<b>9am, Monday 22 May 2023</b>
<b>Interviews:</b>	Wednesday 31 May 2023 (online via Zoom)

## Introduction

Youth Theatre Arts Scotland (YTAS) helps make the lives of young people in Scotland better through youth theatre. We are here to support, connect and inspire youth theatre groups and practitioners across Scotland.

Membership of YTAS is open to anyone who uses drama or theatre in their work with young people. We have around 100 members. These include independent youth theatre, arts organisations with their own youth theatre provision, volunteer-run charities, freelance practitioners, drama teachers and many more.

We guide and support our members as they; develop their creative, leadership and business skills, increase their ambitions, become better informed about youth theatre and connect to each other as a community.

As **Membership Support Coordinator** you will play a key role in making this happen by:

- **managing and developing our new online Membership Support Hub, and**
- **collaborating with YTAS members to identify and prioritise their individual business needs and support their ongoing development of good business practices.**

This is a brand-new role which will suit someone who takes pride in helping others create the best possible conditions to work in, and who is excited by the prospect of building the resilience and success of Scotland's youth theatre sector.

YTAS is always working to improve how inclusive and equal we are as an employer. We welcome applications regardless of age, sex, race, religion or belief, sexual orientation, gender identity, ethnicity, disability, nationality or neurodivergence.

We are a flexible-working organisation and a PiPA (Parents and Carers in Performing Arts) partner. We are always happy to discuss solutions that allow people to balance their caring responsibilities with their working lives, for example through job shares or flexible working arrangements. If you would like to talk to us about this before you apply, please don't hesitate to get in touch. You'll find our contact details on the last page.

## About us

YTAS is the national development agency and umbrella body for Scotland's youth theatre sector. Our vision is for universal access to quality youth theatre activity across Scotland and universal recognition of its impact.

**We deliver our work through a combination of:**

- **sector support,**
- **sector training and development,**
- **youth theatre events and projects,** and
- **research and advocacy.**

**As an organisation we value:**

- **Helping Others**  
We support, enable and champion.
- **Community**  
We are welcoming. We respect difference, provide inspiration and build collective confidence.
- **Collaboration**  
We work with and connect a rich network of people and places.

- **Excellence**

We encourage ambition, experimentation and progression. We always strive for quality.

- **Joy**

We have an upbeat and positive approach.

We are a registered Scottish charity and a recognised leader in Scotland's youth arts scene. You can find more information about our work at [www.ytas.org.uk](http://www.ytas.org.uk)

## Working with us

As **Membership Support Coordinator** you will join a motivated and high-achieving team. We're often complimented on the friendly, informal and hardworking culture we've created. This position will offer you the opportunity to contribute to this, and to collaborate with all members of our team. You can read more about who we all are at <https://ytas.org.uk/about-ytas/our-people/>.

Our team are all home-based, as you will be too. However, you'll also have the chance to regularly get out on the road. Meeting YTAS members face-to-face in their own environments will be integral to building the supportive relationships at the heart of this role.

Your work will also link into other aspects our year-round sector development activity, such as our **Sector Training Programme**. This takes place both online and in person. You can read about it here <https://ytas.org.uk/projects/sector-training-programme/>

The job description and person specification below outline the experience, knowledge and skills required for this role. You will also need to care about achieving the high standards we set ourselves in every aspect of our work.

This includes placing a strong focus on staff wellbeing. We also encourage our staff to take opportunities to learn, grow and develop in their roles. We work with a coaching approach which means encouraging employees to learn for themselves by promoting their own self-confidence and self-motivation.

We believe that YTAS is a good place to work, and our former employees agree. They say:

**“The clear focus on who we are as people, rather than just what we do as job roles makes YTAS a unique and special organisation to work for.”**

“Morale and motivation are very positive. This is a team-based organisation.”

“Staff are motivated by a positive working environment and inspired by the projects and opportunities created.”

“A lot of time and energy is put into how the organisation can maintain a healthy ethos and set of values.”

## Job Description

**Job Title:** Membership Support Coordinator

**Job Purpose:** To guide and support YTAS’s members as they develop and improve their business practices to ensure they run as legal and sustainable organisations.

**Responsible to:** Sector Development Manager

### Main Responsibilities:

#### 1. To oversee YTAS’s online Membership Support Hub by:

- developing and maintaining an up-to-date knowledge of best business practices for youth theatres (as defined in the Membership Support Hub);
- maintaining all digital resources relating to best business practices on the Membership Support Hub, ensuring they are relevant and current;
- liaising with YTAS team members in researching and identifying new relevant digital resources for the Membership Support Hub; and
- developing and/or refining relevant digital resources and adding them to the Membership Support Hub.

#### 2. To build and maintain supportive relationships with YTAS members by:

- contacting and collaborating with current, new and potential YTAS members, offering support and resources relating to best business practices;

- providing YTAS members with a framework for review and development using the Membership Support Checklist and digital Hub resources;
- providing ongoing support to YTAS members as they develop their business practices, through correspondence and one-to-one mentoring sessions online and/or in person;
- signposting YTAS members to specialist partner agencies where relevant and appropriate;
- working with the Sector Development Manager to plan and deliver learning and networking opportunities for YTAS members, linked to existing YTAS events and training; and
- nurturing and maintaining key partnerships relevant to the delivery of YTAS's membership support and digital resources, with support from the CEO and Sector Development Manager.

### **3. To monitor and evaluate the impact of membership support activities by:**

- maintaining records of YTAS member engagement with membership support activity and digital Hub resources using the YTAS customer relationship management (CRM) software;
- tracking the targets and progress of YTAS members engaging with membership support activity and digital Hub resources using the YTAS CRM;
- collecting and analysing membership support evaluation data for use in planning, reporting and fundraising, with support from the General Manager and Sector Development Manager;
- collating and analysing digital stats on the use of the Membership Support Hub resources, with support from the Communications and Marketing Manager;
- sharing any learning on the impact of the membership support activity and digital Hub resources with the YTAS staff team and board;
- working with the CEO, Sector Development Manager and General Manager to develop KPIs; and
- establishing an 'engagement pipeline' for current, new and potential YTAS members, who could benefit from our membership support activities.

## General Responsibilities:

- Effectively and independently managing your workload and work schedule in line with colleagues, YTAS members, partners and deadlines.
- Maintaining efficient online filing systems and records.
- Regularly attending in-person meetings and events with YTAS members.
- Attending weekly staff team meetings online.
- Attending staff in-person workdays in Edinburgh once every six to eight weeks.
- Attending and helping with the smooth running of YTAS online and in-person events.
- Developing and maintaining an up-to-date knowledge of Scotland's cultural environment.

## Person Specification

### Essential criteria for interview

Your application will be scored on how well you demonstrate that you meet each of the following criteria.

#### **1. You are skilled at supporting others to improve.**

You find effective ways to help and serve others. You know how to create the right conditions for people to grow and develop for themselves.

#### **2. You are excellent at building rapport and influencing others.**

You get satisfaction from making new connections. You can establish relationships with collaborators quickly and easily. You build trust by listening carefully to what's important to others. You recognise that everyone is individual and personalising your approach to support different needs.

#### **3. You have the proven ability to research and collate information for others.**

You can obtain information online and decide how to filter it for a target audience. You consider user experience, simplifying presentation so others can understand.

#### **4. You have a good awareness of the third sector**

**(i.e. voluntary/community/charitable organisations or social enterprises).**

You can demonstrate understanding of the challenges faced by small to medium-sized third sector organisations.

#### **5. You are skilled at monitoring and evaluating impact.**

You know how to set outcomes and indicators and collect evidence to evaluate the impact of a project or activity. You can analyse key data and summarise what it tells you about how things are working. You understand how this feeds into decisions about what happens next.

#### **6. You are comfortable using a range of software.**

You know your way around Microsoft Office applications, are confident in online file-sharing and using Zoom. You are quick to learn how to use new software.

#### **7. You keep on top of your workload.**

Your work gets done because you are highly organised and can prioritise tasks. You develop processes to keep things in order and you apply a systematic approach to getting things done. You have good time management skills that work for you and your colleagues.

#### **8. You can work collaboratively with others as part of a small team.**

You have effective methods of communicating with colleagues, especially when working remotely. You like to exchange ideas and contribute to team discussions. You respect the thoughts, ideas and concerns of others. You recognise times when you need to call on the expertise or experience of others. You speak up when you don't understand something.

#### **9. You can travel to various locations across Scotland for work.**

You have access to your own transport or easy access to the public transport network. You are comfortable travelling and working on the road.

## Desirable criteria

- You have an interest in and enthusiasm for youth arts.
- You have experience of working in an arts organisation.
- You have experience of using CRM software.
- You have experience of mentoring others.

## Further information

### Salary:

Your salary will be £27,000 per annum.

### Hours and Term of contract:

Your full-time contract will be for 35 hours per week, initially fixed term until 31 July 2024, with the potential of extension, dependent on funding.

### Place of work:

In 2020 YTAS became a permanently remote-working organisation. All staff work from home. We meet as a team in person, in Edinburgh, once every six to eight weeks.

### Flexible working:

YTAS is a flexible-working organisation. We offer a variety of flexible working options that enable our staff to find and maintain the right work-life balance. These include, wherever possible, **where** our employees work, **when** they work and **for how long** they work.

### Annual leave:

In year one of employment with YTAS annual leave allowance is 20 days plus 10 days' public holidays (pro rata). Two weeks' annual leave must be taken over Christmas and New Year when the company implements a shutdown period. Our annual leave year is January to December.

### Pension contribution:

YTAS operates a group personal pension scheme. Employees are automatically enrolled but may opt out at any time. A minimum combined employee/employer pension



contribution of 8% is required. YTAS currently makes an employer contribution of 5%. If an employee decides to contribute the additional minimum 3%, this is deducted from their salary each month.

## Employee Benefits:

- **Equipment**

YTAS supplies the IT and office equipment, and the IT support, necessary for employees to carry out their roles safely and effectively in the home environment.

- **Travel Expenses**

All work-related travel expenses are reimbursed by YTAS.

- **Employee Assistance Programme (EAP)**

YTAS employees are automatically enrolled in a company EAP. This provision is intended to support staff to deal with any personal problems that might negatively impact their work, health or wellbeing, via access to a free, confidential, and independent information, support and guidance service.

## How to apply

To apply for this post please complete our **Application Form** and submit it by email to [recruitment@ytas.org.uk](mailto:recruitment@ytas.org.uk)

We are not able to accept CVs.

## Guidance on completing the section 'Your Suitability for the Role':

For the 'Suitability for the Role' section of the Application Form, we are happy to accept your answers either:

- **in writing** or
- **in video or audio format** (limited to a total of 10 minutes).

If you choose to record your answers, please provide a web address where we can access your file or submit it by email along with your completed Application Form.

Please make it easy for us to assess your application. We are looking for evidence that you have the skills and experience listed in the **Person Specification** above. When you answer the questions relating to 'Your Suitability for the Role', please provide a few sentences explaining how you meet each of the essential criteria listed. Your application will be scored against these.

When you do this, **please give evidence** rather than assertions.

A statement such as, '*I have excellent attention to detail*' is an assertion. Instead, we want you to describe, for example, a time when you paid particular attention to detail. What did you do? And what did other people say or do which proved that you had been successful?

## **Important Dates:**

**Application deadline:** 9am, Monday 22 May 2023

**Interviews:** Wednesday 31 May 2023 (online via Zoom)

We will contact all applicants before 5pm on Wednesday 24 May to confirm whether or not you have been selected for interview.

## **Interview Accessibility:**

To support preparation for interview, all interviewees will be sent questions in advance, along with a link to the YTAG Membership Hub for awareness.

If we invite you to an interview, we'll ask you to let us know if there is any support or accommodations you may need at interview. This is to make sure that everyone has the same equity of access.

We have an access budget available to reimburse additional expenditure you might incur in order to attend interview, for example childcare costs. Further details will be provided if you are invited to interview.

## **Equal Opportunities:**

Please consider completing our voluntary and anonymous Equal Opportunities Monitoring Questionnaire at <https://forms.office.com/e/E4CjiRiL8D>. We will use the information we collect to:

- make sure that no job applicant receives less favourable treatment because of age, disability, race/ethnicity, religion/belief, marriage and civil partnership, pregnancy and maternity, sex/gender, gender reassignment or sexual orientation; and
- understand who we are reaching and appealing to as an employer. This will help us improve our recruitment practices so that a wider variety of people know about our job opportunities, and feel more comfortable applying to work with us.

## Any questions?

If you have any questions or would like to speak to us informally about this post, please contact our **Sector Development Manager, Emma Barr** at [emma@ytas.org.uk](mailto:emma@ytas.org.uk) or on **07539 010303**.