Social Investment Business

YOUTH MATTERS FUND

Recruitment Pack - SIB053

Administrator

disability confident EMPLOYER

We are a Living Wage Employer

Salary	£30,000 per annum WE SHOW THE SALARY
Hours	Full time - flexible working
Job Type	Fixed term for 3 years
Location	Remote with some mandatory travel to London (approximately 8 times per year)
Reports to	Construction Strand: Senior Fund Manager Revenue & Equipment Strands: Operations Manager







About the Youth Matters Fund

The Youth Matters Fund (YMF) is a national programme designed to improve the availability, quality and long-term sustainability of youth provision across England, with a particular focus on underserved places and young people who face the greatest barriers to accessing positive activities and trusted adult support. It is funded by DCMS and is part of the National Youth Strategy.

The Fund is expected to distribute approximately £400 million in grants for the construction and improvement of youth facilities, essential equipment and revenue-funded activities, creating or enhancing up to 250 facilities and supporting fuller use of up to 2,500 youth spaces in 60 local authorities. Delivered through a partnership led by Social Investment Business, the programme will bring together expertise in grant management, youth work, local partnerships, community funding, construction and legal assurance.

Young people are central to the Fund's design, delivery and decision-making, including through paid roles, grant panels, advice and guidance, local partnerships and work-experience opportunities. The Fund's overall purpose is to secure rapid improvements in youth services while strengthening the youth workforce, building meaningful local partnerships, attracting complementary funding and creating a sustainable legacy for young people, communities and the wider youth sector.







About Us

At Social Investment Business (SIB) we finance social change. Through a mix of funding, investment and innovation, we back the organisations that make up the social economy – those tackling inequality, improving lives, and driving positive change every day. Our role is to provide the support, flexibility, and trusted partnership they need to thrive.

While social investment is defined as the use of repayable finance, like loans or shares, to help charities and social enterprises, our work at SIB goes beyond this. As well as repayable finance, we provide a wide range of support to the social sector including grants, blended finance, expert support and innovation.

As one of the UK's largest social investors, we've deployed over £0.8bn in loans and grants since 2002. We've supported more than 6,000 charities and social enterprises to build a fairer society, while using our expertise to research, innovate and advocate for the sector.

Read our full 2030 strategy.

About You

You will bring a proactive, flexible and dependable approach, taking ownership and responding effectively to changing priorities. You will have strong interpersonal skills, with a diplomatic, professional and customer-focused mindset. You will demonstrate a collaborative and inclusive working style, building positive relationships across diverse teams and stakeholders

You will also demonstrate resilience and adaptability, remaining effective under pressure while embracing new challenges and learning opportunities.

Why This Role Matters

This role plays a key part in delivering the Youth Matters Fund (YMF) by providing high-quality administrative, operational and customer-focused support.

You will work within one of the three YMF strands - construction, equipment or revenue grants. Working as part of a delivery team, you will ensure that grant applications, assessments and funded projects are handled efficiently, accurately and in line with organisational policies, fund requirements and agreed service standards.

What You'll Be Doing

Customer and Application Support

- Manage initial customer enquiries, including eligibility assessment and timely, professional responses.
- Coordinate application progression by gathering required documentation and clarifying information with applicants.
- Maintain a responsive customer service approach, resolving queries and escalating where appropriate.

Team and Operational Support

- Provide administrative and coordination support to Senior Fund Managers, Assessors and Project Managers across the Youth Matters Fund.
- Coordinate meetings, workshops and panel activity, including scheduling, preparation of agendas, circulation of papers and recording of actions.
- Maintain shared workplans, trackers and programme documentation.
- Support the preparation and formatting of reports, presentations, correspondence and programme communications.
- Identify opportunities to improve administrative processes, systems and ways of working, helping to increase efficiency while maintaining appropriate controls and audit requirements.
- Support implementation of new systems, processes and programme improvements.
- Use data and feedback to identify recurring issues and recommend practical solutions.

Grant Administration and Delivery

- Manage grant administration across specific fund strands, maintaining accurate records from assessment through to award, monitoring and closure.
- Support grant disbursements by completing initial checks, maintaining audit trails and processing payments in line with agreed controls.
- Track grant progress, monitoring conditions, deadlines and reporting requirements, and escalating issues as needed.
- Coordinate communications with applicants and grantees, supporting information requests, progress updates and grant processes.

Data Management and Reporting

- Maintain complete, accurate and timely records in Salesforce, including applicant and grantee information, correspondence, decisions, conditions, transactions, evidence and tasks, so that each grant has a clear and auditable record.
- Collate and share updates and reporting to support internal review, financial reconciliation and external reporting requirements.

Governance and Continuous Improvement

- Complete activities in line with policies, procedures and fund requirements, maintaining confidentiality and data protection and promptly escalating potential fraud, anti-money laundering, safeguarding, conflicts of interest, reputational or other compliance concerns.

Values and Behaviours

- To promote and embed SIB values: accountability, boldness, collaboration, curiosity, putting people first – while also championing equality, diversity and inclusion.
- For YMF, to champion the purpose and objectives of the Fund and similarly to act with integrity, transparency and accountability.
  - Promote equality, diversity and inclusion in all aspects of programme delivery.
  - Foster collaborative relationships with delivery partners and stakeholders.
  - Demonstrate a strong commitment to responsible stewardship of public funds.

The Skills & Experience You'll Bring

Essential Experience / Competencies

- Experience of high-volume administration and competing deadlines.
- Experience of handling sensitive information and maintaining audit trails.
- Customer service experience, preferably in a grant, public-funding or similar environment.
- Experience of CRM systems, ideally Salesforce.
- Strong attention to detail.

Essential Skills and Abilities

- Clear, accessible and professional communication.
- Strong organisation, accuracy and prioritisation.
- Good numeracy and evidence-checking skills.
- Sound judgement and problem-solving ability.
- Strong IT skills, including Microsoft Office.
- Ability to work independently and across teams.

Our Values

We are inspired by our five core values which are fundamental to the relationships with the charities and social enterprises we support, our behaviour towards each other and the manner in which we conduct our everyday work.

Putting people first **Bold** **Collaborative** **Curious** **Accountable**







Rewards and Benefits



Pay and Reward

- Support for financial wellbeing beyond salaries with: a generous pension scheme, life insurance, enhanced maternity, paternity /partner leave pay and access to Perkbox, a platform you can use to access discounts and savings



Wellbeing Benefits

- £300 per annum Wellbeing Benefit paid quarterly to support wellbeing through healthcare, fitness, personal development, mental health
- Digital Detox Closedown - regular detox afternoon whereby the business is closed for business from 1pm once a month
- EAP including access to virtual GP, Physiotherapist, Dietician and bereavement, eldercare and cancer support



Holiday entitlement

- 25 days per year increasing 1 day per year up to 30 days with each complete year of service
- Additional day of birthday leave
- Supporting employees to carry out volunteering by providng 2 additional days leave per year for this purpose



Remote Working

- Full time working from home with paid travel to bi-monthly in person meetings
- £400 per annum Remote Working Benefit paid quarterly to support with Broadband / utility bills



Green Tech

- Permanent employees can lease an electric vehicle via Salary Sacrifice making savings on tax and NI
- Everyone can access £500 discount on either solar or heat pump installations

Diversity and Inclusion

At SIB, we want our team to represent the diversity of the people and communities that we serve. We also want our organisation to be one where different backgrounds, experiences, expertise and perspectives are valued, and where everyone is encouraged to grow and develop. This means that when recruiting we actively seek to reach a diverse team.

Use of AI

We welcome applications in an applicant's own words and discourage applicants from using automatically generated software to ensure transparency, fairness, authenticity, and the accurate assessment of each individual's skills, experience, and suitability for the role.

Data Protection

We are committed to protecting your personal data and handling it in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. The personal information you provide during the recruitment process will be collected, processed and stored for the purposes of assessing your suitability for employment, communicating with you about your application, and fulfilling our legal and regulatory obligations.

Further details about how we handle your personal data can be found in our **Data Privacy Policy.**