



## Job Description

<b>Job Title</b>	Project Coordinator
<b>Location</b>	Based at the MyBnk offices, 3 Bath Place, London EC2A 3DR MyBnk operates a hybrid working model that allows for Working from Home
<b>Duration</b>	Permanent, Full-Time, 37.5 hours / week
<b>Reporting To</b>	Project Manager – The Money House
<b>Salary</b>	£29,000 per annum
<b>Closing Date</b>	Friday the 2nd September at midday (12:00)

### Background

MyBnk is a UK charity that delivers expert-led financial education programmes to 5-25-year olds in schools and youth organisations – directly, virtually and online. Our mission is to empower young people to take charge of their futures by bringing money to life.

Together with young people, we have created innovative, high impact and high energy workshops. Our experts help to build young people's money knowledge, skills, mindsets and habits at key transitional moments. By spend, we are the UK's largest specialist charity dedicated to this cause.

MyBnk cover topics such as saving, budgeting, debt, independent living and public and student finance. We also design projects and training programmes for others. Since 2007, we have helped over 275,000 young people learn how to manage their money.

### Our programmes focus on helping:

- ⚡ Young adults in the greatest need – Who cannot afford mistakes.
- ⚡ All young adults entering independence – Making choices now.
- ⚡ The very young – When habits are set.
- ⚡ Aged 11-16 increasingly engaging with money – Preparing for the future.

### About The Role

This is an administrative role where the post holder holds responsibility for coordination of the running and scheduling of our The Money House courses in London. They will be allocating young people who get referred to us to and answer incoming enquiries from both the young people invited, as well as our referral partners, via phone and email. This role would suit someone who is personable, has strong attention to detail, is a good problem-solver, thrives working in a high-paced environment and enjoys interacting with both internal and external stakeholders.



## Main duties

- Project Coordinate the running of our The Money House courses (4 sites in London)
- Create delivery schedule, one quarter at a time
- Assign Trainers and Training Assistants to course schedule
- Manage allocations of young people based on their education/employment status
- Liaise with Training Assistants to re-allocate young people as needed
- Manage incoming enquiries from young people, Local Authorities and other referring organisations via phone and email
- Create referral links for those who wish to send young people onto the course
- Trouble shoot survey administration
- Review and update email templates
- Pull monthly reports
- Liaise with Local Authorities about translators needed for courses
- Support Partnership Manager with Introduction Meetings held for potential referrers
- Support Training teams with Facility Management when needed
- Support Project Manager with administrative tasks as needed

### Ad hoc duties:

- Manage childcare requests – liaise with child minders in each borough
- Provide cover for Training Assistants as needed, either virtual or at one of our sites (Woolwich Dockyard, Canning Town, Kilburn, Seven Sisters). Travel would be reimbursed.

## Person Specification

- Minimum of two years' experience of working in an office environment, or have transferrable skills
- Strong administrative skills
- Strong attention to detail
- Experience using a Customer Relationship Management System (CRM)
- Great customer service and relationship building abilities
- Ability to pro-actively organise and prioritise own workload to meet agreed upon deadlines
- Strong problem-solving abilities
- Convey/present key messages of TMH clearly and effectively to stakeholders, both verbally and in writing
- Have a good level of proficiency using Microsoft Office (including Excel, Word and Outlook) or equivalent office package

## Benefits

- ⚡ 25 days per year annual leave, pro rata full time equivalent (plus bank holidays, and three days off at Christmas).
- ⚡ Pension scheme.



- ⚡ Income protection insurance.
- ⚡ Death in service insurance.
- ⚡ Cycle to work scheme.
- ⚡ Annual training allowance.
- ⚡ Enhanced maternity, paternity and adoption leave and pay.
- ⚡ Flexible working policy.
- ⚡ Season ticket loans.

Our organisation currently has 50 staff with a Head Office in central London. We pride ourselves on being a great place to work with a culture which is genuinely inclusive and progressive. A lot of our team have been with MyBnk for many years. Each department has their own event each year (which they get to choose) as well as an overall team Christmas and Summer party.

## Inclusivity

**MyBnk is dedicated to building an inclusive culture and working environment that promotes a sense of safety and belonging for our staff to feel supported to achieve their potential.**

We know there is further to go. In 2020, MyBnk established an Anti-Racism Committee, which worked with the wider MyBnk team to present companywide actions and recommendations to ensure that we are listening, learning and constantly evolving to root and tackle racism in all its forms. In 2022, we are creating a staff led EDI committee to continue and build on this work.

MyBnk will not discriminate either directly or indirectly on the grounds of race, nationality, ethnic origin, gender, marital status, pregnancy, age, disability, sexual orientation, gender reassignment, ethnicity, neurodiversity, cultural or religious beliefs. Reasonable adjustments to the recruitment process will be made to ensure that no applicant is disadvantaged because of their disability.

## Application process

Please send your CV and cover letter, detailing why you are suited to the role, to [jobs@mybnk.org](mailto:jobs@mybnk.org) by **Friday the 2<sup>nd</sup> September at midday (12:00)**. Interviews are to be held on Tuesday the 6<sup>th</sup> and Wednesday the 7<sup>th</sup> of September.

## Any questions?

If you have any questions, or want to have an informal conversation about the role, please contact hiring manager Maddie Marcateus by emailing [madeleine.marcateus@mybnk.org](mailto:madeleine.marcateus@mybnk.org).