



Administration Manager

Appointment Brief

Action4Youth

Who we are

Action4Youth is a Buckinghamshire based ambitious, proactive charity focused on driving forward the crucial youth agenda to transform lives for the better. Every child should have the opportunity to be heard, to be safe and to succeed.

We believe change is most impactful when delivered in collaboration with other youth agencies and key partners. We build partnerships across sectors so that we can share resources and expertise to secure the best possible outcomes for young people and their communities in Buckinghamshire, the wider East and South East.

We listen and engage with our young people to give them a voice in developing our work and agenda. Our groups have a fundamental role in ensuring our programmes meet the needs of young participants across a wide spectrum of differing backgrounds including young people from the most deprived areas of society, those with disabilities and additional needs, and those who need support and inspiration to reach their goals and surpass limitations. Co-production is at the heart of programme development, and we regularly consult on improvements and new initiatives which are often led by our young people.

What we do

Our aim is to provide a valuable intervention which makes a positive contribution to a young person's development. This can be via outdoor education delivered at The Caldecotte Xperience in Milton Keynes, The Junction, our multi service youth centre in High Wycombe, the Duke of Edinburgh Award, The Mentoring Programme and our range of programmes delivered in schools.

Funding and Finance

In this transitional year, Action4Youth has undergone significant restructuring following the abrupt closure of the National Citizen Service which it had successfully delivered for many years. The organisation is now

smaller than in recent years but is well placed to meet the opportunities and challenges of the future.

The strategic and operational focus has now moved from contract delivery to sales growth in programmes and outdoor education and to the activities supported by charitable fundraising.

In early 2025 a major redevelopment project at The Caldecotte Xperience was concluded ensuring the centre is perfectly equipped for future growth and this area is felt to have strong growth potential.

Our Mission and Values

To support all young people's growth towards fulfilling and responsible adult lives, A4Y develops physical, mental, spiritual, moral and cultural abilities which act as:

- A Springboard towards realising dreams
- A Safety Net for those at risk
- A Voice of influence- from the young and for the young

In order to benefit as many young people as possible while maintaining A4Y's financial stability, we partner with those (government, schools, youth clubs, businesses, trusts and foundations and others) who share our mission.

Values

Be exceptional – Use imagination, determination and resilience to achieve exceptional outcomes everyday

Care – Always seek to understand and look after each other

Trail blaze – Be adventurous in exploring how we could serve more and better

Make responsible choices – Use resources wisely so that we can sustain our investment in young people

Do what is right – Hold ourselves and others to the highest standard of behaviour.

Job Description

JOB TITLE:	Administration Manager
BASED IN:	The Caldecotte Xperience, Milton Keynes, Buckinghamshire
HOURS:	37 hours per week with some evening and weekend work
LEAVE:	28 days holiday per annum plus bank/public holidays
CONTRACT:	Full-Time, Permanent
SALARY:	£34,890 to £40,077 per annum
PENSION:	Up to 5% matched contributions
TRAVEL:	Occasional travel around Buckinghamshire and Milton Keynes

Position in the Organisation

- Reports To: Head of Centre
- Managing:
The Chef
Seasonal Customer Liaison Team
- Working With:
The Caldecotte Xperience staff team
The Finance Team
Business Development Manager

Main Purpose and Scope of the Role

- To lead on all aspects of customer experience including managing the booking process, liaising directly with customers swiftly and effectively. Ensuring customers have an excellent experience prior to and while attending the Centre.

Duties and Key Responsibilities

- Ensure that bookings are taken, recorded and managed using the centre's bespoke booking system.
- Enter invoices on Xero and ensure all payment stages are completed promptly.
- To carry out all general day to day administrative and secretarial tasks for The Caldecotte Xperience to include the management of bookings, maintenance of databases, filing, photocopying, answering the phone,

dealing with emails, collating and dispatching information, dealing with routine correspondence and minute taking.

- To work closely with the Business Development Manager to facilitate sales and bookings.
- To work closely with the Accounts officer to ensure invoicing is managed efficiently and at the right time.
- To maintain regular contact with centre users through mailings, emails etc. and ensuring that mailing lists are kept up to date.
- To manage the Chef and ensure the best possible quality of the food offer, including its presentation and serving, within the budget and to ensure the customer experience is excellent.
- To manage the seasonal Customer Liaison Team, ensuring a warm welcome when guests arrive, excellent attention to detail of all aspects of a stay.
- To gather, collate and present qualitative and quantitative data on the customer experience each month.
- To be responsible for ensuring that maintenance contracts are kept up to date and completed on behalf of the centre.
- To manage maintenance of the facility, securing quotes for work and entering into contracts as appropriate ensuring both quality and best price.
- To attend regular supervision and staff team meetings.
- To provide on call cover during evenings and weekends as a Duty Manager as required

General Responsibilities

- Support events and meetings when required.
- Support the continued development of quality standards as specified by Action4Youth.
- To have regard for the vision of Action4Youth and to display a commitment to equal opportunities and to the protection and safeguarding of children, young people and vulnerable adults.
- Report any behaviour, conversations or comments which are inappropriate within a setting for children and young people.
- To carry out any other Action4Youth duties as required by your Line Manager, CEO or Directors.
- Administering own workload which includes meeting targets and deadlines in line with the Action4Youth Performance Management System.
- Attending relevant CPD training events in line with Performance Management appraisal.
- Undertaking responsibility, as part of the team, for all Health and Safety work related matters.
- Working within the guidelines of Action4Youth policies and procedures.

To Apply

To apply for this role please send a copy of your CV and a covering letter explaining why you are applying for this position to sachita.syal@action4youth.org

If you would like an informal chat regarding the role, please email Sachita Syal (as above) or call 0300 003 2334

Closing Date for Applications: 17th November 2025 at 5pm

Action4Youth is committed to safeguarding and protecting the young people that we work with. All our posts are subject to a safer recruitment process, including the disclosure of criminal records and vetting checks. We have policies and procedures in place that promote safeguarding and safer working practices across the organisation.