

Youth Business International

Creating lasting change for young entrepreneurs and their communities

Youth Business International (YBI)'s mission is to support young people to start, grow and sustain their businesses - enabling them to create jobs, build communities and transform lives.

Young people are critical to future economic development and key to achieving the Sustainable Development Goals.

However with 66 million unemployed youth worldwide and 145 million young workers living in poverty, this potential is not being realised.

Addressing the youth employment crisis is imperative, not only for the well-being of young people but also to ensure sustainable, inclusive growth and social cohesion globally.

Locally rooted network leading to global impact

Established in 2000, YBI brings together organisations with aligned goals to develop and scale the most effective solutions to the critical challenges facing young entrepreneurs and catalyse positive change in entrepreneurship culture.

Since 2014 we have supported **over 95,000 young people** to start or grow a business by delivering a range of practical entrepreneurship support services, from guiding a young person to register a new business and improving their bookkeeping skills to helping them write a business plan or grow their fledgling business through facilitating access to finance.

YBI unlocks young people's potential and turns job seekers into job creators

Our goal is to reach 1 million young people by 2025

Our expert members

Our 50 members in 48 countries are diverse, ranging from training organisations, microfinance institutions, mentoring specialists to business associations and incubators. Locally rooted and locally led, members combine deep contextual knowledge with YBI's sector-leading global expertise and tools.



The Network effect

YBI is supported by the Network Team, based in London, UK and Bogotá, Colombia. This small, passionate team are committed to equipping members with the most effective solutions to empower youth with the right tools to start and grow sustainable businesses. As a network, we learn, innovate and influence together to drive impact for young entrepreneurs and their communities.



Learn

Building impactful organisations

We deliver training and other capacity development support to facilitate learning exchanges and connect members to partners with relevant expertise.



Innovate

Developing new products and services

We convene the collective expertise of the network to identify gaps in support for young entrepreneurs and collaborate to develop solutions.



Influence

Generating and leveraging evidence

We work with members to undertake research on priority themes and use these learnings to drive change in policy and practice.

Our values and team

Our values are embedded in everything we do:

Tenacity - We won't give up until every young entrepreneur has the opportunity to succeed;

Collaboration - We work together as a team, building trust to connect and empower;

Quality - We strive to set the highest standards in youth entrepreneurship support.

You will work across the YBI Network Team and with members on a range of projects. Maintaining our reputation as a leading global network requires a highly skilled, knowledgeable, energetic team to manage our internal business functions. As a part of this diverse and talented group of individuals, you can play a vital role in Youth Business International success.

Role Overview

Job Title	Digital Community Manager
Location	London
Term	12 months contract with possibility for extension
Hours	Full-time (Mon-Fri, 37.5 hours per week)
Salary	£30,000-£38,000 per annum (depending on experience)

Youth Business International (YBI) is making a strategic investment in digital, and this is a unique opportunity for an experienced Community Manager to grow our new digital community, oversee the product lifecycle and nurture member participation in a community platform.

Our vision is for the community to become the digital epicentre of the YBI network, where members from all over the world come to engage and collaborate with other members, share challenges and ideas, and access knowledge resources.

As the Community Manager, you will be the organising brain and the welcoming heart of our global community. You will collaborate with staff across the YBI network team to deliver the community vision, project manage the implementation of new features, and lead on the community roadmap and adoption initiatives that promote a culture of learning and knowledge-sharing across the global YBI network.

Role Purpose

The Community Manager has two key purposes: 1) to manage YBI's new digital community for members, driving continuous improvement and 2) to plan and deliver strategic activities to encourage a high user adoption and engagement rate.

Key Responsibilities

1. Plan and implement a member engagement strategy to grow and energise the global community of Youth Business International;
2. Help community members find their role in the community and build community ambassadors by responding to comments and requests, assisting users when they run into technical problems, building relationships and creating opportunities for engagement;
3. Develop a community content plan incorporating events, discussions, campaigns and exclusive community content that sparks conversations and creates connection among community members;
4. Create and moderate content on the platform, ensuring it is aligned with YBI mission, branding and vision;
5. Provide meaningful reports for discussion and use analysis and performance data to continually enhance the community;
6. Oversee the product roadmap, working closely with our Global Technology Manager and offshore development team to find solutions to bugs, and scope out and implement new features;
7. Manage an external team of designers and developers in India, ensuring the timely, high quality and cost efficient execution and completion of projects in collaboration with the Global Technology Manager;
8. Collaborate with different members of the YBI Network Team to maximise key brand and business opportunities across the year, ensuring that our members are engaged and where possible involved;
9. Lead and contribute to brainstorming sessions, briefings, debriefings and workshops to build relationships, drive member engagement and innovation across the YBI network;
10. Undertake other duties that may from time to time be necessary, that are compatible with the nature and grade of this post.

Person specification

Criteria	Essential	Desirable
Knowledge & skills		
Good technical knowledge that would allow you to engage in high level technical discussions and make key decisions with confidence, while communicating impact across all levels	✓	
Strong communication skills (written, digital and face-to-face) - you must be an empathetic 'people person' with the confidence to manage a large group of diverse people and build relationships with ease	✓	
High levels of autonomy and self-motivation, with the ability to quickly adapt and work with pace	✓	
Sector Experience		
A proven track record of managing and supporting online communities or experience of managing online forums	✓	
Excellent project management experience with good attention to detail	✓	
Experience of managing budgets and delivering to tight deadlines	✓	
Experience of advising a range of stakeholders on member engagement and product roadmap	✓	
Experience of working in or with an NGO or charity		✓
Background or interest in entrepreneurship		✓
Experience of working in a network organisation		✓
Other		
Excellent written skills	✓	
Language skills, especially Spanish		✓
Ability to act as an ambassador for YBI	✓	
Interest in YBI's vision and mission and commitment to our organisational values	✓	

How to apply

If you are interested in applying, please send your CV (maximum 2 x A4) and a covering letter to HR@youthbusiness.org. Your covering letter (maximum 2 x A4) should:

- Explain why you want this job;
- Explain how your background and experience make you a suitable candidate - please use examples of specific projects and achievements;
- Show what relevant skills and knowledge you will bring, referring to the person specification;
- Confirm you have an existing right to work in the UK (we are unable to accept applications otherwise);
- Confirm where you saw this job advertised.

Closing date: Tuesday, 9th April at 09:30am

Interviews: w/c 15th April 2019

YBI is an equal opportunity employer and we are opposed to discrimination on any grounds. We are committed to creating a diverse environment therefore all qualified applicants will receive consideration for employment without regard to disability, race, religion, gender identity or expression, sexual orientation, age, or ethnic or national origin.

At YBI, your right to privacy and confidentiality is important to us. By applying for this job, your information will be entered into our recruitment system for YBI's employment purposes only and for no longer than one year after the post has been filled; then personal data will be disposed of in the GDPR compliant manner. We store all data securely and will not disclose it to any third parties without your consent. Please see our Data Protection Policy on our website to find out more.