

Job description and person specification

Job title	Assistant Manager Youth Programme
Contract:	9-month fixed term (with potential for becoming permanent)
Hours:	Full-time (35 hours per week)
Location:	Working from home, with potential move to an office in London in late 2021
Salary:	£32,000 - £35,000 per annum (pro-rated) based on experience
Department:	Youth Programme
Reports to:	Head of Programmes

About the Sustainable Hospitality Alliance

The Sustainable Hospitality Alliance brings together engaged hospitality companies and uses the collective power of the industry to deliver lasting positive impact locally and on a global scale. Our vision is responsible hospitality for a better world.

We work with leading hospitality companies and strategic partners to address key challenges affecting our planet and its people and develop practical resources and programmes to enable the wider industry to operate responsibly and grow sustainably.

Aligned with the United Nations Sustainable Development Goals (SDGs), we commit to drive continued action on human rights, youth employment, climate action and water stewardship.

Our members make up 25% of the global hotel industry by rooms and include 13 leading hotel companies with a combined portfolio of over 30,000 properties and 4.5 million rooms.

Background to the role

This new position has been created in response to our renewed commitment to support the hospitality industry in responsible recovery as we look beyond Covid-19 closures. This position will play a key role in managing quality assurance and scale up of the Alliance's Youth programming across Asia, Africa, Europe and Americas.

Purpose of the job

The Assistant Manager Youth Programme will work closely with the Head of Programmes to deliver our programme strategy related to our work on promoting youth employment in the hospitality industry. The post holder will carry out all required tasks to ensure the project deliverables are being implemented, with particular emphasis on managing monitoring tools and data, donor reporting, project evaluations, materials development and execution of trainings, workshops, virtual consultations etc.

What you will bring to the job:

You will have a good understanding of project management (preferably livelihoods) and knowledge of what is important, including outcomes, partner due diligence, safeguarding, GDPR. You will also have experience of project reporting, setting up monitoring tools and plans, with the ability to develop guidance and training tools to make project implementation more robust. You will be able to hit the ground running with minimal supervision and work across multiple projects at the same

Responsible hospitality for a better world

time. Strong communication skills are a must, as you will need to be confident and able to negotiate as well as build a rapport with different teams and with people in different countries.

Main responsibilities / accountabilities

- Support Head of Programme with the delivery of The Alliance's Youth programming in selected countries across Asia, Africa, Europe and Americas.
- Collate projects updates, monitoring data and case studies and develop **donor reports**.
- Support in-country Alliance consultants and implementing partners in developing **communications content** for the programme, including scoping for case studies, project learning and best practices, ensuring GDPR compliance.
- **Manage schedules** for implementing partner invoicing, reporting and data collection.
- **Manage completion of and filing** of implementing partner due diligence, contracts, and quarterly reporting.
- Undertake **project impact measurement** and reporting in coordination with the Head of Programmes.
- Support with the preparation of **annual programme impact** reporting (collating and synthesising projects data and members' annual sustainability reports).
- Collect best practices across current projects and develop content for **Youth Programme guidance tools** (related to NGO partner selection and capacity building, and project adaptation, management, and monitoring) for use by hotel companies and local implementing partners.
- Conduct research and support Head of Programmes in **creating additional Youth Programme training modules** for implementing partners, scale-up partners and local hotels.
- Develop content and support in **planning and conducting on-line trainings** and virtual meetings.
- Seek and collate **inputs from industry members** – such as HR Officers and hiring managers - on specific topics and materials, as required.

Impact measurement and reporting:

- Establish project log frames and design data collection tools (excel data files, survey forms, key informant interviews etc) to measure success of projects against established outcomes indicators and evaluation objectives.
- Lead on the collection of projects' data via approved tools, ensuring data collection and reporting is timely, accurate, consistent and GDPR compliant.
- Tabulate data from surveys and interviews, ready for analysis and interpretation.
- Manage Programme M&E database, ensuring it is accurate and up to date.
- Work with Head of Programmes to design project/programme evaluations and lead on data, information collection and analysis reports for internal evaluations.
- Support the Alliance's Fundraising team to ensure they have M&E and learning information needed to develop new proposals and engage with funders.

Stakeholder engagement

- Support Head of Programmes in preparing for meetings with members, stakeholders, donors and potential partners.
- Support engagement with the Alliance's Youth Programme working group.

General:

- Ensure that health and safety requirements are met in the areas for which the post holder is responsible.
- The post holder may be required to carry out other duties that can reasonably be considered as within the scope and purpose of the job and the aptitudes of the job holder.
- Due to the international nature of our work, some out of hours work-related commitments will be required on occasion.

Person specification

You will thrive in a rapidly evolving, fast-paced environment, be willing to roll up your sleeves and contribute to a small, entrepreneurial organisation. You will be highly organised, have strong project monitoring and research skills, an ability to engage with new topics or areas of work, and ability to move between specific projects and a wider programme.

You will have a demonstrable interest in driving social impacts through sustainable practices and have the ability to engage with a diverse range of stakeholders, including not-for-profits, businesses, funders and in different geographic locations.

Knowledge:

- Detailed working knowledge of M&E and development projects preferably related to livelihoods or education.
- Good understanding of corporate social responsibility agenda and commercial realities of multinational companies, preferably the hospitality industry.
- Knowledge of SDGs and major contributors to achieving these.

Experience:

- Proven experience of managing programme and project M&E and support in management of multiple parallel inter-related projects (essential).
- Demonstrable experience of working with cross-functional teams, in an international setting (essential).
- Ability to work in a team environment with technical and non-technical staff and to support effective collaboration between partners and other stakeholders (internal and external) including those with different agendas (essential).
- Demonstrable success of identifying opportunities for project or programme enhancements and improvements (essential).
- Experience of development work in at least one region - Asia, Africa, or Europe (desirable).

- Experience of engaging with the business community and stakeholder groups (desirable).
- Experience of working in hospitality sector HR or community programmes management (desirable).

Skills:

- Highly organised with ability to manage own schedule and keep others on task to meet deadlines.
- Flexible and adaptable, self-motivated, and dynamic with the ability to cope with uncertainty and the confidence to take initiatives. Resilient and good-humoured under pressure.
- Excellent attention to detail, strong analytical skills and the ability to organise, review and interpret data and make appropriate recommendations. Able to understand complexities, design creative solutions.
- Excellent use of excel to manage, manipulate and present data.
- Experience with Formstack or other on-line survey tools.
- Excellent communicator, with ability to communicate effectively with a wide range of people from different cultures and backgrounds.
- Clear, concise and persuasive writing skills and an ability to produce high quality reports and presentations for different audiences.
- Multi-tasker, with an ability to prioritise workload and meet deadlines.
- Strong team player.

Attributes and behaviours:

- A hands-on, can-do attitude with good problem-solving skills combined with an ability to work strategically and seize opportunities.
- A desire to work in an agile environment and adapt positively to changing business demands of a small entrepreneurial charity in early 'start-up' stages.
- Demonstrate flexibility and open mindedness.
- Ambitious and results driven with a strong desire to exceed expectations both internally and externally.

Special circumstances:

- As our projects are located across many countries, some out of hours work-related commitments will be required on occasion.
- This job description reflects the current requirements of the post. As duties and responsibilities change and develop due to changes in organisational and other circumstances, so the actual duties and responsibilities will vary from the particulars of this job description.

Employee benefits:

- Pension contribution to personal private pension scheme Employer contribution: 6%, Employee contribution: Minimum 2.5%
- Life Insurance 4 times Annual salary

- Annual Eye Test and £50 contribution to glassware lenses for VDU use
- Employee Assistance Programme: counselling and support service
- 25 days leave per year pro rata plus Bank Holidays

How to apply:

Application closing date: 30 May. Applications will be assessed on an ongoing basis, so please note the deadline may close if a suitable candidate is selected.

To apply for this position, email your CV and cover letter to info@sustainablehospitalityalliance.org. Please note: This job is based in the United Kingdom. Applicants must have the right to work in the United Kingdom at the time of application. Please do not apply if this is not the case.