



Youth Support Co-ordinator

Application Pack

Play your part at the National Youth Orchestra

The National Youth Orchestra is the UK's leading organisation championing orchestral music as a powerful agent for teenage development. We are a welcoming community where every teenager can play their part in shaping their world through extraordinary music.

It's the greatest adventure a teenager can have in orchestral music where young people develop much more than musical skills.

Every year we welcome over 10,000 teenagers of all backgrounds and different levels of musical ability into a national community to play and share orchestral music. At the centre of the organisation, our Orchestra, known as NYO, is acclaimed internationally as 'the world's greatest orchestra of teenagers' for their dazzling performances. Each NYO musician also plays their part as a leader and role model, sharing music and skills through NYO Inspire and NYO Open programmes.

With music education all but disappearing in state schools, the free programmes provided by NYO are needed more than ever – to ensure all teenagers have the opportunity to develop their confidence and skills for life through sharing and playing music together. Joining the NYO community, they open up to new friends and possibilities. Stepping out to perform, they rise to new challenges. Sharing their passion with other young people, they learn to inspire and lead.

The role

The Youth Support Co-ordinator is instrumental in fostering a safe, inclusive, and positive environment for over 1,000 teenage musicians each year. This role underpins NYO's commitment to safeguarding and wellbeing, ensuring that every interaction is supported by robust processes and a young person-centred approach.

Working as part of the Programmes Team, the Co-ordinator provides high-quality administrative and logistical support, ensuring that safeguarding, pastoral care, and recruitment activities are delivered efficiently and with care.

The role is ideal for someone at an early stage in their career who is passionate about working with young people and keen to develop strong organisational and communication skills in a dynamic, values-led setting.

Working at NYO

At the National Youth Orchestra, you'll work as part of a supportive, friendly and adventurous staff team. Learning and personal growth are intrinsic to every role.

Our offices near Holborn in central London are a hive of activity, a space for collaboration and ideas. Hybrid working is standard for most roles, with a flexible and supportive culture. During the year you will be present at NYO projects, concerts and events across the country, sharing music with young people across the UK.

NYO offers a season ticket loan scheme, cycle-to-work scheme, health cash plan, retail and entertainment discounts and a 24/7 counselling and support helpline.

Purpose of the role

The Youth Support Co-ordinator ensures the smooth administration and delivery of safeguarding and pastoral care processes across NYO and NYO Inspire activities. The postholder plays a key role in:

- Providing high-quality administrative and logistical support for all youth-facing activities, including accurate record-keeping and maintaining effective systems.
- Co-ordinating the recruitment, induction, and deployment of the freelance Support Team.
- Casework administration and supporting the response to safeguarding and pastoral issues.
- Managing participant information and supporting communication with young people, parents/carers, staff and freelance teams.

Reports to:

Youth Support Manager

Line management:

No direct reports

Key relationships:

Internal

- Programmes team
- Communications & Fundraising team
- Finance and Operations team
- Freelance team (Support team, Nurse, tutors and stage managers)

External

- NYO and NYO Inspire musicians and other activity participants
- Parents and carers

KEY RESPONSIBILITIES

Support safeguarding policy and practice

- Work with the Head of Youth Development and Youth Support Manager to implement NYO's safeguarding young people policy, ensuring all staff, freelance team members, and partners are informed and trained as required.
- Assist with the delivery and sourcing of safeguarding training for relevant adults.
- Liaise with project leads to ensure that all adults have up-to-date DBS checks.
- Help ensure NYO's safeguarding culture is embedded in all activities, enabling young people to thrive.

Pastoral care and behaviour

- Support the Head of Youth Development and Youth Support Manager in responding to and managing safeguarding and pastoral care matters for all young people, ensuring effective co-ordination, administration and follow-through.
- Assist with the delivery of care plans, liaising with the NYO Nurse and project leads.
- Demonstrate empathy and sensitivity in all interactions with young people, parents, and staff.

Support Team and activity planning

- Coordinate the recruitment, induction, and deployment of the freelance Support Team for all project activities.
- Organise training for Support Team members and arrange contracts and relevant information.
- Prepare information sheets and management documents, gathering details such as travel, health, and logistics.
- Attend all NYO and NYO Inspire activities to support the induction of the Support Team and assist with logistics for young people, including travel and accommodation.
- Liaise with project leads to secure all relevant licensing for young people and ensure specific needs are met.
- Liaise with project leads to ensure that specific needs of young people are catered for in all areas of activity management, including accommodation and catering.

Recruitment and young people

- Manage the NYO e-mail inboxes across programmes, ensuring that incoming messages are distributed to the appropriate colleagues and responses achieved.
- Support programme applications and moderation processes.
- Support the annual launch process for the Orchestra, leading on the preparation of agreements and chasing invitation responses, health surveys and other information.
- Ensure all participant details and data are accurately stored and managed in Salesforce.

Administration and other

- Support the delivery of NYO Local, which empowers musicians to engage primary schools.
- Support financial administration by processing invoices and payments.
- Organise and file post-project materials and documents.
- Actively contribute to planning meetings and cross-departmental coordination.
- Provide administrative support to all programmes as required.
- Carry out any other duties as may reasonably be required within the scope of the post.

Person Specification

	Essential	Desirable
Personal attributes		
Demonstrates a genuine interest and enthusiasm for working with young people	✓	
Maintains a positive, flexible, and proactive attitude, with a willingness to learn and adapt to new situations.	✓	
Works collaboratively and respectfully with others, contributing ideas and supporting team goals.	✓	
Committed to promoting diversity, equity, and inclusion, and creating a welcoming environment for all.	✓	
Shows empathy and sensitivity towards the needs and wellbeing of young people, with a strong commitment to safeguarding and pastoral care.	✓	
Approaches challenges with a solutions-focused mindset and takes initiative to improve processes.	✓	
Experience (including through volunteering)		
Experience of administration in arts, education, youth work, or similar settings	✓	
Experience of engaging with safeguarding policy or practice, or supporting the welfare of young people	✓	
Skills		
Fast, accurate, and efficient administration skills, with excellent attention to detail.	✓	
Able to structure time, prioritise tasks, and manage competing deadlines.	✓	
Strong interpersonal skills, able to build positive relationships with a wide range of people.	✓	
Effective written and verbal communication skills, able to adapt style for different audiences.	✓	
Confident user of digital tools and IT systems, especially Microsoft Excel and Word; able to maintain accurate records in line with data protection requirements.	✓	
Able to coordinate and manage logistics for events and activities, ensuring a smooth experience for participants and staff.	✓	
Able to handle confidential information with discretion and professionalism.	✓	

Terms and Conditions

Salary

£28,644 per annum

Contract term

Permanent

Hours

Full-time (35 hours a week)

Annual Leave

27 days plus statutory bank holidays

Place of work

10 Great Turnstile, London, WC1V 7JU

Hybrid working policy is applicable

Probationary period

Six months

Notice period

Two months

NYO offers a season ticket loan scheme, cycle-to-work scheme, health cash plan, retail and entertainment discounts and a 24/7 counselling and support helpline.

Most NYO projects take place during school holidays or at weekends and the role is expected to be available throughout the main residency and tour periods. This will include weekend and statutory holiday working, for which a TOIL policy is in place.

Equal Opportunities

NYO is an Equal Opportunities employer. Diversity and inclusion are at the heart of our work, and this extends to our recruitment practices. We want to ensure that no job applicant, employee or participant receives less favourable treatment on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex and sexual orientation. Individuals will be selected, promoted and treated on the basis of their relevant merits and abilities. All employees are required to comply with and actively promote this policy.

Safeguarding

NYO is committed to safeguarding and protecting the children and young people that we work with. We have a range of policies and procedures in place and aim to be a sector leader in good safeguarding practice. All employees, contractors, trustees and volunteers are committed to practices that establish and maintain an environment in which the welfare of the young person is paramount; ensure that policies and procedures protect young people from harm, and that all concerns and allegations of abuse will be taken seriously and responded to appropriately.

How to apply

To apply for the role, complete the online application form available at <https://www.nyo.org.uk/about/work-with-us>

The deadline for applications is **Monday 12 January 2026** at 10am.

If you have any questions about the role, please contact recruitment@nyo.org.uk.