



Contractor Opportunity & Person Specification

Contractor Title:	YCI Partnerships Manager, East and Southeast Asia (ESEA).
Contract:	Until 30 June 2018. Renewal subject to performance. Full time. Flexible hours will be considered.
Location:	Applicant to be based in East or Southeast Asia, preferably in China, Indonesia, Thailand or Vietnam.
Fee:	Subject to negotiation, based on experience. Please state your fee expectations in your covering letter.
Deadline:	Monday 25th September 2017, Midnight (UK). Interviews Tuesday 3 rd October 2017.

Background to [Youth Career Initiative \(YCI\)](#)

Across the world, youth unemployment remains stubbornly high. At the same time, the hotel industry needs enthusiastic new recruits. YCI is the hotel industry's global solution to youth unemployment. Working in partnership with the world's leading hotel companies such as Carlson Rezidor, Four Seasons, Hilton, Hyatt, IHG and Marriott; together with international non-profit organisations including SOS Children's Villages, World Vision and Plan International. Through a programme which combines hands-on experience in a variety of hotel departments with classroom training, disadvantaged young people spend up to six months learning key skills, building their confidence, and taking the first step in their career.

YCI is the [International Tourism Partnership's](#) flagship employability programme, helping the world's leading hotel companies to contribute to the UN Sustainable Development Goals. YCI is an international programme of [Business in the Community](#).

Purpose of the Consultancy

YCI seeks to establish programmes in new locations across the world whilst simultaneously scaling up existing programmes. This role will enable the realisation of this strategy by:

- Establishing YCI programmes in new locations across the East and Southeast Asia region.
- Supporting and enabling the growth of YCI in existing locations.
- Developing and maintaining strong relationships with all partners at local and regional level to facilitate the effective delivery of YCI in locations across the region.

The above is to be achieved by brokering strong and effective partnerships between partners to enable programmes to become self-sustaining.



An initiative of



YCI is an initiative of the International Tourism Partnership and Business in the Community
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www.youthcareerinitiative.org | www.tourismpartnership.org | <http://www.bitc.org.uk>

Business in the Community is registered in England and Wales. Charity No. 297716. Company No. 1619253

Instructions to Apply

Applicants should send their CV and a one page supporting letter outlining:

- How your skills and experience meet the person specification for the role (below).
- Your home city, and passport(s) held.
- Your fee expectation, and notice period for your current job.

Submit your application by email to james.murdoch@bitc.org.uk. Receipt will be confirmed, so should you fail to receive confirmation, please resend or call +44 20 7566 8650. Please note that any applicant not evidencing how they meet all the essential criteria will not be shortlisted. We regret that we are unable to provide feedback to applicants who have not been shortlisted due to the volume of applications we receive. Good luck in your application.

Main Responsibilities and Accountabilities

Programme/Project Management

- Present YCI to a wide variety of potential partners, ensuring take-up and enthusiasm.
- Establish YCI in new locations, in collaboration with local partners to enable delivery against pre-agreed targets and timelines.
- Drive the expansion of existing YCI programmes by engaging additional hotels, increasing the number of students per hotel, and reducing student drop out.
- Track, monitor and co-ordinate the progress of YCI programmes, supporting partners to achieve agreed programme milestones.
- Ensure that programmes are being delivered in line with YCI Programme Standards, and that quality assurance measures (such as monitoring visits) are being implemented.
- Build capacity of partners so that they feel equipped to undertake their role by providing bespoke training, coaching, and tools and resources.
- Maintain up to date and accurate files, contacts and materials, using tools (such as Google Drive, TrackVia, and Formstack) in line with guidance provided by the YCI team.
- The contractor must ensure that YCI Safeguarding Guidelines are upheld for the young people in in the programme.

Relationship Management & Partnership Brokering

- Develop and maintain strong relationships with all local partners (hotels, non-profits and other partners) and relevant regional contacts using a range of communication techniques.
- Broker effective cross-sector partnerships between all local partners, whilst also acting as a partner/key stakeholder.
- Ensure the relevant agreements are in place with all local partners to ensure clarity of roles and responsibilities, and lines of communication.
- Foster relationships with potential supporters and partners of YCI.

Governance

- Establish, maintain and develop local programme governance structures by identifying and cultivating local champions to take on leadership roles.
- Contribute to local governance of YCI programmes.

Communications and reporting

- Identify and document testimonials, news stories, case studies, photographs, videos and good practices, for use across a range of media channels by YCI and programme partners.
- Maintain an active presence on social media to improve the visibility of the YCI programme.

- Ensure the successful implementation of the student tracking system to build and strengthen the evidence base for the programme's impact.
- Contribute to progress/narrative reports for stakeholders on programme activities.

The contractor may be required to carry out other duties within the scope of the contract.

Special working conditions

- This contractor role involves extensive independent and remote working.
- This contractor role will require frequent and extended travel, according to business requirements, at times with limited notice. The contractor must be able to travel independently, and at short notice to all countries in the East / Southeast Asia region.
- The contractor is responsible for ensuring they have access to a suitable work environment (quiet, good internet access), and the necessary equipment (laptop, mobile phone) to undertake the role. Any cost incurred in identifying this is to be borne by the contractor.

Person Specification

	Desirable	Essential
Experience		
Successfully presenting programmes to new partners, creating enthusiasm for programmes, and creating new partnerships.		✓
Managing partnerships, brokering difficult conversations, convening stakeholders with different and varied agendas to achieve individual and shared goals.		✓
Project management and coordination of programmes in a multi-location, international environment.		✓
Managing social impact programmes and/or training and development programmes aimed at young people.		✓
Working remotely, with limited management.		✓
Knowledge		
Degree level or equivalent education.	✓	
Good knowledge of social impact programmes and youth unemployment.	✓	
Good working knowledge of the global hospitality industry.	✓	
Good working knowledge of the non-profit sector.	✓	
Understanding of CSR and responsible tourism	✓	
Skills		
Excellent written and spoken English.		✓
Highly developed critical thinking and problem solving skills.		✓
Able to present a concept to, and secure commitment from, a wide range of people. Able to adjust communication to different audiences to enthuse and motivate		✓
Highly effective interpersonal skills, with the ability to develop sustainable relationships, communicate effectively and work collaboratively with a wide range of people at different levels of seniority and from different cultures and backgrounds.		✓
Strong communication skills, particularly using phone/email/Skype.		✓
Highly organised, great time management skills, and attention to detail.		✓
A highly competent user of Microsoft Office, Google Drive and other online tools to support collaboration.		✓
Excellent influencing skills.		✓
Regionally relevant language skills.	✓	

Behaviours		
Self-motivated and driven to achieve excellence.		✓
Able to work independently with limited management, and use own initiative.		✓
Able to deliver against demanding deadlines.		✓
Flexible and open minded.		✓
Able to give feedback and support partners.		✓
Confident and assertive yet diplomatic, comfortable dealing with a variety of external partners on a regular basis.		✓
Resilience and perseverance.		✓