

Events Delegate Experience Lead



SATELLITES



About Youthscape's National Events

Youthscape runs two major events each year: Satellites and the National Youth Ministry Weekend (NYMW).

Satellites is Youthscape's five-day event for young people where the priority is equipping them for faith in the other 360 days of the year. We want to encourage them to live with Jesus at the centre of their lives and understand what that means in practice, so we spend our days together not only learning about and experiencing God's love and power, but also exploring how to live for him all year round.

As well as providing opportunities for young people to hear relevant Christian teaching, and worship and pray together, our extensive programme is designed to give young people a fantastic week of fun, friendship and faith. From an innovative arts and creativity stream, to sports and late night entertainments, the range of activities and experiences is huge.

Since our first event in 2022 we have experienced rapid growth, and expect to welcome between 4-5000 people

to the fifth event, at The Bath and West Showground in August 2026. Our youth groups come from across the Christian denominational spectrum, and we're proud of our diversity and breadth. Our dream is to see an increasing number of young people find faith in Jesus and a home in their local church, and we believe Satellites can be a catalyst for both.

The National Youth Ministry Weekend is our annual gathering for 1,000 Christian youth leaders. Since 2017 we've been bringing together some of the leading voices in global youth ministry to inspire and equip both paid and volunteer youth ministers across a November weekend in Birmingham. We provide a wide-ranging programme designed to cater for a variety of delegate types, including church leaders, first-time youth leaders and experienced veterans. As well as spending time in worship, prayer and ministry, we hear from some fantastic communicators, and also try to find time for fun and community building. This has become an essential and beloved part of the UK's youth ministry calendar.

Key responsibilities and tasks

Key responsibilities

1. To manage contact with our two key delegate groups: leaders and young people.
2. To ensure the smooth running of the booking systems for Satellites and NYMW.
3. To lead our programme of support for groups, with a special focus on new groups.
4. To work with the Head of Programme to maintain and manage the Satellites website.
5. To fulfil wider responsibilities as a member of Youthscape's team.

Key duties and tasks to fulfil the key responsibilities

1. To manage contact with our two key delegate groups: leaders and young people.

- 1.1 Regularly respond to or delegate queries received through our main event inbox and our website
- 1.2 Provide pre-event communication with group leaders, including emails and video calls
- 1.3 Maintain pre-event information as needed, including the Satellites camping and event guides, and arrival / traffic plans
- 1.4 Maintain communication with group leaders at the event through relevant means

2. To ensure the smooth running of the booking systems for Satellites and NYMW

- 2.1 Assist in responding to queries and support for booking systems
- 2.2 Check for booking issues or anomalies, ensuring ratios and safeguarding rules are met
- 2.3 Work alongside the Head of Event and other relevant team in the village allocation process, including allocation of electricity as booked/required

2.4 Prepare and share weekly statistical reports showing our booking progress in detail

2.5 Work with the team to prepare and communicate a plan for arrival and registration on site

3. To lead our programme of support for groups, with a special focus on new groups

3.1 Lead our programme of online training and support for youth leaders, focusing particularly on first-time groups

3.2 Assist in organising an event to help groups familiarize themselves with the site

3.3 Work on the priority for accessibility across event, working with the leadership team to identify and address needs, and create year-on-year improvements

4. To work with the Head of Programme to maintain and manage the Satellites website

4.1 Ensure information pertaining to the event and bringing a group is correct and regularly updated, and meets the needs of youth leaders, including FAQs and Terms & Conditions pages, ticket price changes and safeguarding documentation

5. To fulfil wider responsibilities as a member of Youthscape's team

5.1 Participate, as required, in meetings, training and development, and staff activities within Youthscape, including our weekly chapels on Mondays at 9am and attendance at three 48-hour retreats each year.

5.2 Participate in the Youthscape innovation process, including contributing ideas and attending occasional creative meetings

5.3 Carry out other reasonable and relevant tasks as required by your line manager.

Job information and person specification

The **Events Delegate Experience Lead** will play a vital role at the heart of the events team, helping to hold together many of the key functions that make the events a success.

Working as part of a dynamic team, you'll get to be involved in every element of the events, from inputting into creative discussions around the programme, to ensuring we are taking the best possible care of our guests. You'll be highly organised, great with people, and happy to manage competing tasks and priorities. Attendance at all days of our events, including set up and pack down days, are an essential and compulsory part of the role.

ESSENTIAL

Key skills

- Excellent administration skills
- Self-motivated / self-starter
- Adaptable / flexible
- Implementer
- Ability to multi-task and manage many different expectations
- Strategic
- Great inter-personal skills
- Good at building new networks / relationships

Digital and Software Skills

- Confident using Excel and spreadsheets
- Able to learn various bespoke software eg. Booking and website report software

Administration and Organisation

- Ability to work on your own initiative, to prioritise work and work to deadlines
- A proactive and flexible attitude, able to adapt to different situations
- Able to work under pressure

Working with People

- Friendly and approachable
- Excellent written and verbal communication skills
- A collaborative team player

Education and Faith

- A mature Christian faith, in line with Youthscape's vision and values



Terms of employment

This role will be part of the Events team which is part of Youthscape Events.

The role can either be based at Bute Mills, Luton or carried out remotely, though some visits to Bute Mills will be required.

The salary for this role is from £29,000 per annum depending on experience.

Youthscape offer an employer's contributory pension scheme for all staff and a wide range of employee benefits including:

- 25 days paid holiday (plus bank holidays) rising to 27 days after three years and 30 days after five years service.
- Additional annual salary increases within a pay band.
- Three staff retreats each year.
- £300 annual training allowance to be spent by employee plus access to fund for formal qualifications.
- Laptop provided and available for personal use.
- 24 weeks of paid maternity leave (12 weeks full pay, 12 weeks half pay) and 4 weeks of paid paternity leave (see our terms and conditions for details).
- 4 week paid sabbatical for longer serving staff.

How to apply

Potential applicants are welcome to contact the Director of Satellites, Martin Saunders for a discussion in advance of making a formal application at martin.saunders@youthscape.co.uk.

Applications must be made by midnight on 6th April. You should download the Youthscape application form from our website and send the completed form, together with a short covering letter, to mulkina.mackay@youthscape.co.uk. Mulkina can also address any questions

about the application process or any difficulties in completing the form. Please ensure that your application form details how you meet the criteria of the person specification.

Shortlisted candidates will be interviewed on Monday 13th April.

We hope the successful candidate will be able to start their employment with us as soon as possible or whenever existing contracts permit.



About Youthscape

Youthscape is working to see every young person in the UK reached with the transforming love of God. We believe that this will only be achieved through the renewal of the local church's engagement with those young people; a church inspired and equipped with vision, research, skills and resources. This means that our primary focus is on inspiring, resourcing and training churches for the task of reaching young people.

We are youth workers. For more than 25 years, we have worked directly with young people and churches in our hometown of Luton, Bedfordshire, and our work continues to flow out of this direct experience. Our vision to inspire the church and reach young people is rooted in both passion and practice.

We will engage three key groups through our work:

We will invest in youth leaders, resourcing them for their task, training them to work innovatively with the emerging generation, and helping them to keep going for the long haul.

We will seek to inspire and train church leaders to create a context for great youth work.

And we will work directly with young people, both in Luton – where we continue to model excellent youth work – and nationally through events, programmes and resources which help to embed teenagers in their local church.

We will know that we are succeeding when more churches are growing because they prioritise the welcome and support of young people, and when more young people are finding a home in the Christian faith.



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