

Groundwork Cheshire Lancashire & Merseyside (GCLM)
Job Description & Person Specification

Job Title:	NCS Programme Support
Service:	Employment & Skills
Hours of work:	Full time - 36.25 hours per week
Pattern of work:	9.00 am to 5.00 pm basic working hours. The postholder is also required to work some evenings, weekend and take part in residential weeks. (includes 45 mins for unpaid lunch break) Flexible start and finish times to be agreed with line manager
Office base:	Groundwork Cheshire, Lancashire & Merseyside, 74-80 Hallgate, Wigan, WN1 1HP
Work locations:	Travel to other locations as and when needed for events, meetings and delivery
Salary:	Full time £17,206- £18,529 per annum (Scale 4) Plus Residential Increment £150 per residential
Reporting to:	NCS Assistant Manager
Responsible for:	
Type of Contract:	Permanent
Benefits	Aviva Auto Enrolment Pension Scheme Annual Holidays - 25 days + 1 additional day for Christmas Closure + Public Holidays (x8) Flexible working arrangements, depending on the needs of the role Employee Assistance Programme Regular supervision and support

BACKGROUND

Groundwork Cheshire, Lancashire and Merseyside delivers the National Citizen Service (NCS) within our employment and skills department.

The National Citizen Service is a government funded project for 15-17year olds which allows them to discover who they are and what they can do over a fun filled three to four week programme. This is a chance for young people to explore, be inspired and find their passion, over 500,000 young people have already taken part in this project since it began. As part of the programme young people complete four phases specifically designed to provide them with new experiences. Across their NCS journey they will complete residentials and come away with a host of new skills and bags of confidence. During their social action phase of the programme, they are given the chance to fundraise and make an impact in their local area.

Groundwork's charitable mission is to build sustainable communities that are vibrant, healthy and safe, which respect the local and global environment and where individuals and enterprise prosper. This role will aim to inspire individuals to fulfil their potential by attracting young people to join our supportive, enjoyable, disciplined and quality focused experience. All our programmes ultimately develop resilience and promote lifelong learning whilst ensuring we create a positive impact in local communities.

For more information about the organisation, service or project please see www.groundwork.org.uk/sites/clm.

SCOPE OF THE ROLE

The role of the NCS Programme Support is to provide administrative support and youth work delivery to ensure delivery of an excellent NCS programme. The postholder will support NCS recruitment and management, working with a variety of stakeholders and as part of the wider NCS team to engage with a large amount of young people.

The postholder must be enthusiastic and confident as part of this role, and be able to support with presenting and communicating as part of both the recruitment and delivery. Individuals should be adaptable and flexible where possible to allow them to meet the targets of the organisation and NCS contract. There will be requirements for continuous professional development including specific training to ensure contract compliance and performance.

MAIN DUTIES & RESPONSIBILITIES

1. To assist in the delivery and recruitment of the NCS programme by supporting staff in completing a full customer journey, from recruitment to on programme.
2. To complete administrative duties ensuring monitoring processes relating to NCS are recorded consistently and accurately on salesforce in order to promote a positive customer journey for the young people and parent/guardian.
3. To build a positive relationship with participants, parents, staff and providers pre and during programme at recruitment events and throughout the customer journey.
4. To support the planning of all relevant meetings that are required in the NCS contract including local youth board, young person and recruitment events which may include evening and weekend work.
5. To be willing to work directly with young people during the NCS programme as part of the delivery staff, this includes completing residentials over the delivery periods.
6. To help liaise with different professional partners and agencies in order to run a successful NCS programme.
7. Support other staff to organise the NCS programme by booking sessions and organising venues/accommodation including administrative tasks that are required.
8. To assist in ensuring that all Health and Safety procedures are in place and effective.
9. Other such duties as necessary for the maintenance and development of Groundwork Employment & Skills Programmes, as directed by the line manager.

ORGANISATIONAL RESPONSIBILITIES

1. **Investors in People** - Groundwork Cheshire Lancashire & Merseyside is committed to maintaining its Investor in People (IIP) status and you are expected to support the ongoing development of IIP.
2. **Health & Safety** - All staff and volunteers have responsibility for ensuring that their working environment is healthy and safe and that staff and volunteers for whom they are responsible for, or working with, are not placed at risk. All staff and volunteers will be expected to familiarise themselves with and adhere to the current Health & Safety Policy.
3. **Equal Opportunities & Diversity** - Groundwork Cheshire Lancashire & Merseyside strives to be an equal opportunities employer and operates an Equal Opportunities policy. It also recognises the benefits that a diverse workforce brings to the organisation and welcomes this.
4. **Data Protection** - Groundwork Cheshire Lancashire & Merseyside endeavours to comply with the Data Protection Act 2018. It may be necessary to disclose personal data to funding bodies - where a role is funded externally - in order to comply with their funding requirements. If this applies to you we will inform you about what information is shared.
5. **Personal Development** - All staff and volunteers will be expected to participate in a broad range of personal development activities in line with best practice and take responsibility for identifying own learning needs in order to fulfil the requirements of the role and support career progression.
6. **Corporate Training** - All staff and volunteers will be expected to attend and fully participate in the Trust's Corporate Training Programme.

Note:

This is a description of the job as it is currently envisaged at the date noted in the footer. It is the Trust's practice to review, from time to time, employee job descriptions and to revise them to ensure that they relate to the job that is being performed and/or to incorporate any changes being proposed. Any changes will be led by your line manager in consultation with you and any amendments will be approved by the relevant Service Director. You will have the opportunity, and are expected, to fully participate in such discussions. This job description is broad-based and is not intended to be an exhaustive list of all possible duties, as it is recognised that jobs may change over time. Should the duties change significantly, the post and salary level will be fully reviewed.

Person Specification (requirements to carry out this role)

Assessment Key:

A (application form), **I** (interview), **P** (presentation), **E** (exercise), **R** (role play)

	Essential (E) Desirable (D)		Assessment Method
Education, Training & Qualifications			
Qualifications in youth work, teaching, coaching or relevant area		D	A
Business Administration (Level 2 or above)		D	A
5 GCSE Grade A* - C, 9-4 or equivalent, including English and Maths	E		A
Qualifications or Training that demonstrate continuous personal development within this area of work	E		A
First Aid qualified		D	A
NCS Training or willingness to undertake	E		A
Critical Incident Training		D	A
Experience			
Previous experience in youth work, teaching or coaching or relevant area	E		A,I
Experience of working directly with young people	E		A,I
Experience of helping to plan, deliver and evaluate activities	E		A,I,
Experience of meeting key performance indicators (KPI)		D	A
Experience of supporting recruitment and delivery of a project		D	A,I
Experience of building positive relationships	E		A,I
Experience of completing administrative duties	E		A,I
Knowledge			
An understanding of the NCS programme and ethos	E		A,I
An understanding of Groundwork as an organisation	E		A,I
Be able to understand how to successfully engage young people		D	A,I
Be able to show an understanding of diverse needs of individuals	E		A,I
An awareness of the local area and local referral agencies		D	A,I
Skills and Abilities			
Excellent communication skills	E		I,P
Ability to use your own initiative	E		A,I
A positive approach and attitude	E		A,I
Be able to prioritise a workload	E		A,I E
Be able to work as part of a team and individually	E		A,I
Proven IT Skills Proficiency	E		A



Personal Qualities and Commitments			
A commitment to understand and follow all GCLM Core Policies in all work practices.	E		A
A demonstrable commitment to the aims and objectives of Groundwork, ensuring awareness of the up to date Mission and Vision Statements.	E		A
Willingness to support the service team out of hours, including occasional evenings and weekends, as and when required.	E		A
Willingness to attend departmental/trust meetings/training events as and when required.	E		A
Access to own transport in the course of your duties.		D	A

Note to applicant:

Should you have any questions about the assessment methods, please do not hesitate to contact Human Resources on 01942 821444 who will be happy to answer any questions and/or address any special requirements.

Employee: (name in caps)	Employee: (signature)	Date: (signed)