

Groundwork London Job Description

Job Title:	NCS Programme Manager
Responsible to:	Youth Services Manager
Responsible for:	North & South Recruitment Managers; Delivery Manager; Curriculum, Social Action & Extension; Seasonal Staffing Manager and MI & Data Manager.
Location:	Pan London



Job Background:

The National Citizen Service (NCS) Programme supports the Groundwork London Trust's strategic and operational commitments by providing opportunities for young people to take part in activities that encourage and improve social mix, and its contribution to the Trust's Youth Programme by improving the likelihood of the engagement of young people in social action, and maximising the participation of local youth and VCS organisations through the NCS Programme. The NCS Programme Manager is central to the implementation, resourcing, planning and delivery success of the programme.

The NCS Programme Manager is responsible for leading on the implementation and successful delivery of Groundwork London's NCS programme contracts for the 2020-2025 NCS National Programme. With the support of the Groundwork London Youth Manager, they ensure the Trust delivers across NCSs' four week Summer Programme, three week Summer Programme and Autumn Programme, providing places for and supporting circa 4500 young people each year.

The NCS Programme Manager is responsible for meeting the programme's KPIs with the funder (NCS) and the Groundwork London Trust, while developing and leading the team in the implementation and delivery of an excellent and continuously improving programme that offers young people the best possible experience.

In addition to delivering the programme to NCS's contractual KPI's, Groundwork has committed to the following objectives, the development and achievement of which are core activities of the role.

- 1. Further improving social mix:** Too often disadvantaged young people who would benefit most from NCS are less likely or able to participate. The NCS Programme Manager;
 - ensures the programme recruitment processes are broadened and extended so that we are supporting more vulnerable young people in order for them to participate.
- 2. Maximising the quality and relevance of the social action projects:** Groundwork London is a social action 'innovator' with strong established partnerships with VCS organisations across the delivery areas and regions. The NCS Programme Manager;
 - ensures the programme works for and supports young people enabling them to choose projects that they know are wanted and valued by their local communities;
 - facilitates and ensures the inclusion and utilisation of the skills of Groundwork London's wider teams so that the young people are provided with the best possible guidance to deliver successful projects, and that their successes inspire longer term involvement and actions.
- 3. Improving the likelihood of long term engagement in social action:** The Trust recognises the value of NCS as a catalyst for young people's long term involvement in social action. The NCS Programme Manager;
 - develops and grows the options and opportunities for young people to choose from, and strengthens support for them in order to sustain their participation.
- 4. Maximising the participation of local Youth and VCS organisations.** The Trust believes from its experience that local and grassroots organisations can bring incredible additional value to the programme. The NCS Programme Manager;

- is responsible for developing and procuring specialist provision locally to support our programmes.
- Liaises, networks and works with local youth organisations to deliver end to end provision as our contract grows.

Key Tasks and Responsibilities:

- Lead Groundwork's NCS family, ensuring all individual teams work together to achieve the overall programme objectives, NCS KPI's and Groundwork's financial targets.
- Line manage team leaders. Setting, monitoring and reviewing team and individual targets and objectives in line with those determined and required of the Trust by the Managing Partner and/or Funding Organisation.
- Understand and manage the programme's performance against all contractual and Groundwork KPIs.
- Manage the programme within budget and undertake responsibility for all expenditure ensuring compliance with Groundwork's financial regulations. Lead Groundwork's relationship with the NCS Trust:
 - Holding regular meetings with the NCS Trust's appointed Contract Manager
 - Ensuring all reporting is timely & accurate
 - Work closely with the Trust to maximise the success of the programme in London
- Lead our relationship with the other NCS Delivery Partners in London, cooperating with them to maintain clarity on operational issues.
- Work with Managers across Groundwork:
 - To integrate the NCS programme within Groundwork's wider programme
 - To supplement the NCS team with expertise from other teams to enhance the programme
- Manage and take responsibility for the safeguarding of the young people; both participating in and working on the programme and be responsible for incident management. Including acting Designated Safeguarding Officer as required.
- Ensure appropriate Risk Assessments are undertaken and be responsible for programme Health and Safety matters.
- Attend regional and national meetings and contribute to best practice sharing across the network. Identify key areas of best practice and areas for development within your own NCS delivery to ensure the continuous improvement of the NCS programme.
- Manage delivery-staff rotas to ensure staffing ratios and adequate rest periods are adhered to during the delivery of the NCS programme.

Other Responsibilities

- Undertake any other related responsibilities commensurate with the evolving objectives of the post and the evolution of the Trust, as may reasonably be requested by the Director
- Work with due regard for Groundwork's core values and objectives
- Ensure the effective implementation of and adherence to, the Trust's Diversity, Equal Opportunities and Health and Safety policies and procedures
- Actively support Groundwork London's Environmental Management System in daily operations and duties.

Personal and Professional Development

- Participate in the Groundwork London Performance Management and Appraisal process, and agree short, medium and long term goals with line manager, and direct line staff.
- Identify learning and development needs with line manager and evaluate T&D to demonstrate needs have been met.
- Share best practice and achievements, and actively seek opportunities to present outcomes and case studies.
- Contribute to the learning of others across the organisation by sharing knowledge and skills both informally and formally by participating in the trust's training and development programme.

Nov 2019

HR ID:

Person Specification

Note to Applicant: When completing your application form you should demonstrate/evidence the extent to which you have the necessary education, experience, knowledge and skills identified as required by the Person Specification Criteria for the post.

Position Name: NCS Programme Manager									
Job Factors	Criteria No	Person Specification Criteria	Ranking	Criteria to be tested by the following documents and/or activities					
			E = Essential D = Desirable	Application Form	Interview	Presentation	Practical Exercise Test	Work Simulation Test	Certificates or Qualifications
Experience, Education and Qualifications	1	A relevant degree and/or substantial knowledge and experience of the youth work sector	E	✓	✓				✓
	2	Project Management qualification and/or proven project management experience	E	✓	✓	✓			✓
	3	People management experience, in particular management of a multi-disciplined team operating across an outreach youth work environment	E	✓	✓	✓			
	4	Experience of and commitment to supporting young people, particularly 15-17 year olds, and an understanding of the issues faced by young people	E	✓	✓				
	5	A knowledge and understanding of the NCS programme.	D	✓	✓	✓			
	6	Knowledge and understanding of Secondary /Higher education sector	D	✓	✓	✓			
Competencies	7	A proven track record of managing relationships and partnerships and the ability to communicate with people at various levels.	E	✓	✓	✓			
	8	Proven planning and organisation skills.	E	✓	✓	✓			
	9	Practical experience of managing information operating systems and the ability to interrogate data from a CRM system.	E	✓					
	10	Sound IT literacy skills with particular emphasis on Microsoft Corporate Software & Google	E	✓					
	11	Excellent communication skills including report writing, written correspondence, telephone and interpersonal skills.	E	✓	✓	✓			
	12	An understanding of safeguarding and health and safety in youth work	E	✓	✓				
	13	Experience with Salesforce or other database to manage people/project information	D	✓	✓				
	14	Self-motivated and the ability to work on own initiative.	E	✓	✓				
	15	A proven ability to work to under pressure to tight deadlines.	E	✓	✓				
	16	Ability to work occasional evenings and weekends, and to take part in residential	E	✓	✓				
	17	Commitment to and understanding of Equality & Diversity and Equal Opportunity	E	✓	✓				
	18	Current clean Driver's Licence & access/use of a vehicle	E	✓					✓

Appointment to this role is subject to an enhanced Criminal Records check through the Disclosure and Barring Service (DBS)