###### groundwork logo green on whiteGroundwork London Job Description

Job Title: NCS Delivery Manager

**Responsible to:** NCS Programme Manager

Responsible for: Local Delivery Manager

Location: Pan London

Job Background:

The National Citizenship Service 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 through its contribution to the Trust’s Youth Programme by improving the opportunities and likelihood for the engagement of young people in social action, and in maximising the participation of local youth and VCS organisations by supporting the Trust’s goals for growing knowledge sharing and expertise with our partners in this vital area of our work.

The Delivery Manager is responsible for the set-up, logistics and operational delivery of the NCS programme. They manage and provide timely coaching to a large delivery team, leading from the front, and providing exceptional motivational and organisational leadership. The role also oversees all matters relating to NCS Health and Safety, and responds quickly and effectively to address and resolve critical incidents and emergencies. The role provides the vital focus on customer experience and ensures young people gain a productive, safe and exceptional developmental experience whilst engaged in the NCS programme.

Main Objectives:

* Build a healthy team culture; through coaching and facilitation and by embedding effective, efficient and best practice project management practices.
* Meet and exceed the Trust’s operational service delivery expectations through timely and focussed reporting and by the continuous monitoring of all aspects of the NCS programme.
* Drive logistics and resources to service the various strategic and operational elements of the NCS contract.
* Ensure and be responsible for gaining and maintaining the commitment from a sufficient number of community partners, local charities and social enterprises in order to service and support all stages of the NCS programme.
* Work with the Groundwork NCS family and take a leading role in implementing strategies to minimise pre and on-programme attrition.

Key Tasks and Responsibilities:

* Lead the overall operational readiness for Summer and Autumn NCS programmes with a strong focus on project logistics, resources and health and safety requirements.
* Oversee with full transparency, the budgetary and line management responsibility for the team. Act as a Designated Safeguarding Officer.
* Support, develop and directly manage Local Delivery Managers and Inclusion Manager, ensuring that they have a clear work development plans and objectives.
* Work with Recruitment Managers to oversee the delivery of a quality curriculum and keep warm programme that ensures we meet the attrition KPI’s.
* Work with the Seasonal Staffing Manager to confirm the programme staffing requirements are understood, and jointly design and manage the selection and induction processes to ensure the seasonal staffing requirements are met to the highest possible standards.
* Work with the Social Action lead to ensure the attraction and retention of a sufficient number of high quality community partnerships to provide the full range and choice of potential SE projects.
* Conduct regular operational service reviews to assess the quality of service and compliance across the programme and identify and implement any remedial actions required to address issues and explore opportunities for improvements.
* Act as an escalation point for the resolution of ongoing incidents and problems
* Be on call out of hours and provide cover as and when required as part of a management and staff rota through delivery periods
* With support from the MI & Data team, ensure the team meet the requirements of Groundwork’s and NCS’s MI requirements
* Support, develop and directly manage Programme Managers, ensuring that they have clear personal develop plans and objectives
* Build strong teams and develop staff ensuring each team is well-bonded and clearly directed with effective development plans which fully address all personal, team and delivery performance requirements.
* Support Local Delivery Managers to lead and manage their own areas and advise on behavioural, safeguarding and staff management decisions.
* Act as Designated Safeguarding Officer

The NCS programme has significant seasonal peaks and troughs in elements of the service, in particular with regard to the recruitment of young people in Autumn & Spring, and on programme delivery in summer. All members of the team are expected to be flexible in their work and to provide support across the programme team. This will include, but not be exclusively limited to:

* Support the recruitment team by attending events and selling the programme directly to young people.
* Support the summer programme, including attendance at week long residential events.

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
* All staff, the Board and volunteers will actively support in their daily operations and duties Groundwork London’s Environmental Management System.

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.

**Sept 2019**

**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 Delivery Manager** | | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| JobFactors | 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** | Project management experience, including logistics and resource planning | E | **✓** | **✓** | **✓** |  |  |  |
| **2** | Experience of leading, motivating and providing inspirational leadership to large teams | E | **✓** | **✓** |  |  |  |  |
| **3** | Experience and/or knowledge of secondary and higher education sector or youth engagement / local authority sector and the ability to deliver projects within these organisations | E | **✓** | **✓** | **✓** |  |  |  |
| **4** | Experience with the NCS programme and a sound understanding of the programme and its objectives | E | **✓** | **✓** | **✓** |  |  |  |
| **5** | Experience of working to quantitative and qualitative performance targets | E | **✓** | **✓** |  |  |  |  |
| **6** | Ability to relate well to young people from a wide range of backgrounds, engage them in activities which support their development, and able to relate sensitively and confidentially to the needs of young people, parents and their families | E | **✓** | **✓** | **✓** |  |  |  |
| **7** | Ability to crisis manage and provide realistic solutions | E |  | **✓** | **✓** |  |  |  |
| Competencies | **8** | Excellent presentation and communication skills and the ability to influence, persuade and listen effectively to others | E |  | **✓** | **✓** |  |  |  |
| **9** | Commitment to supporting young people and the principles of equality and diversity and equal opportunity | E | **✓** | **✓** |  |  |  |  |
| **10** | Excellent time management, administration and problem solving skills | E | **✓** | **✓** |  |  |  |  |
| **11** | Proven planning and organisation skills | E | **✓** | **✓** | **✓** |  |  |  |
| **12** | Excellent communication skills including report writing, written correspondence, telephone and interpersonal skills | E | **✓** | **✓** | **✓** |  |  |  |
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| Competencies (cont.) | **13** | A sound understanding of safeguarding and health and safety in an outreach youth work operational environment | E | **✓** | **✓** |  |  |  |  |
| **14** | Ability to work independently and as part of an outreach operational team | E | **✓** | **✓** |  |  |  |  |
| **15** | Experience of data input and working with a CRM system | D | **✓** | **✓** |  |  |  |  |
| **16** | Strong administrative and IT skills, in particular Microsoft Office and Google packages | E | **✓** | **✓** |  |  |  |  |
| **17** | Knowledge of and ability to adhere to GDPR | E | **✓** | **✓** |  |  |  |  |
| **18** | A clean driving licence and access to a car (Not Applicable to London) | E | **✓** |  |  |  |  |  |
| **19** | Commitment to Equality & Diversity and Equal Opportunity | E | **✓** | **✓** |  |  |  |  |

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