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

Job Title: NCS Local Delivery Manager

**Responsible to:** NCS Delivery Manager

Responsible for: Seasonal Staff

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, 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.

Local Delivery Managers oversee the setup and delivery of the Trust’s NCS programmes responsibilities and activities across a local area. They provide leadership, management and coaching to build, develop and retain a strong team of seasonal staff capable of dealing with critical incidents and concerns, and to ensure a high quality and safe programme is delivered by overseeing and managing programme setup activities and events throughout the year.

Main Objectives:

* Contribute to the overall operational readiness for summer and autumn NCS programmes with a focus on staffing, logistics, resources and health and safety.
* Support the Social Action Coordinator to identify, initiate and maintain opportunities which result in ensuring the commitment from a sufficient number of community partners, local charities and social enterprises in order to service and support the various stages of the NCS programme.
* Support in strengthening and reinforcing the logistics and resources required to service and support the various elements of the NCS contract.
* Provide effective and inspiring leadership to seasonal staff and young adults
* Dependent upon the severity of incidents and concerns, and in keeping with the role’s responsibilities for being the first point of the escalation process, provide appropriate actions, guidance, recommendations and practical resolutions for ongoing incidents and problems
* Act as the Designated Safeguarding Officer

Key Tasks and Responsibilities:

* With support from the Curriculum lead, set up a high quality, youth-focussed and locally grounded NCS programme.
* With support from the Seasonal Staffing team, train and manage a multi-skilled team of staff including effective management, guidance and support of their personal development and performance
* Work closely with the Recruitment team to:
  + Ensure marketing materials are consistent with the programme offer.
  + Minimise SU to TU attrition through the delivery of an excellent Keep Warm programme
  + Support the individual needs of YPs with care plans and ensure these are delivered and met.
* Ensure the programme is set-up and managed safely including the completion of risk assessments for all relevant aspects of the programme.
* Ensure the effective planning and booking of key logistics including those relating to venues, transport and food.
* Work with the Curriculum lead to continually monitor and review the quality of the programme to ensure it is delivering consistently positive outcomes for young people, seasonal staff and community partners.
* With support from the MI & Data team, ensure all programme deadlines and quality thresholds are met which relate to NCS and Groundwork MI data.
* Participate in out of hours on call cover to provide pastoral support during programme delivery periods.
* Perform the role of Designated Safeguarding Officer when required.
* Deputise for the Delivery Manager as required in their absence.

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 Persons
* 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

**HR I**

**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 Local 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 logistic and resourcing planning. | E | **✓** | **✓** | **✓** |  |  |  |
| **2** | Experience of leading, motivating and providing inspirational leadership to teams. | E | **✓** | **✓** |  |  |  |  |
| **3** | Experience and/or knowledge of secondary and higher education sector or youth engagement / local authority sector and being able to deliver projects within these organisations. | E | **✓** | **✓** | **✓** |  |  |  |
| **4** | Experience with the NCS programme and a sound understanding of the programme and its objectives with a focus on social action. | 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 relate sensitively and confidentially to the needs of young people, parents and their families. | E | **✓** | **✓** | **✓** |  |  |  |
| **7** | Have the ability to crisis manage and provide realistic solutions. | E |  | **✓** |  |  |  |  |
| Competencies | **8** | Excellent presentation and communication skills with the ability to influence, persuade and listen effectively to others | E |  | **✓** | **✓** |  |  |  |
| **9** | A 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 | **✓** | **✓** | **✓** |  |  |  |
| Position Name: NCS Local Delivery Manager | | | | | | | | | |
| JobFactors | Criteria No | Person Specification Criteria | Ranking | Criteria to be tested by the following documents and/or activities | | | | | |
| E = EssentialD = Desirable | Application Form | Interview | Presentation | Practical Exercise Test | Work Simulation Test | Certificates or Qualifications |
| Competencies (cont.) | **13** | An 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 working of data inputting 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).**