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

Job Title: NCS School Engagement Officer

**Responsible to:** NCS Recruitment Manager

Responsible for: N/A

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 School Engagement Officer plays a pivotal role in cultivating and maintaining NCS strategic relationships with key stakeholders with a focus on schools and colleges. The role drives and opens up NCS recruitment opportunities in schools and colleges, which supported the deployment of a team of Recruitment Officers responsible for generating and converting EOI’s into full sign ups.

Main Objectives:

* Book recruitment events, achieving agreed targets in line with the agreed contractual Delivery requirements with the NCS Trust.
* Provide NCS School Recruitment Officers with the resources and information needed to deliver effective NCS recruitment events.
* Undertake the role of the forward facing person for key stakeholders, generating new leads and maintaining advantageous relationships with existing ones.

Key Tasks and Responsibilities:

* Build strong working relationships with our assigned schools, colleges, PRU’s, community/training providers and Local Authorities.
* Provide updates on weekly on school engagement progress/targets to the Trust.
* Work with the Recruitment Manager to map out event pipeline targets in order to cultivate interest in schools and meet school sign up targets.
* Reach out to schools and colleges through the delivery of staff briefings highlighting how NCS benefits them in order to fully embed the NCS programme/culture within the institution.
* Develop a year-long school and college events calendar so recruitment officers can deliver the various events needed to generate and convert EOI’s into sign ups.
* Attend recruitment events in order to maintain internal and external relationships and stay close to the needs and habits of young people and parents/guardians.
* Work with the Recruitment Manager and Recruitment Officers so that maximum NCS participation can be achieved.
* Establish formal monitoring agreements with schools and colleges to promote deliver and provide feedback on the NCS programme.

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 and 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 summer and autumn programmes, including attendance at week long residential and training events
* Any other duties as reasonably requested by the line manager/organisation

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 School Engagement Officer** | | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 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** | Experience in relationship building and account management | E | **✓** | **✓** | **✓** |  |  |  |
| **2** | Strong influencing and persuasion skills and experience | E | **✓** | **✓** | **✓** |  |  |  |
| **3** | Experience and/or knowledge of secondary and higher education sector or youth engagement / local authority sector | 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** | Strong networking abilities and stakeholder management | E | **✓** | **✓** | **✓** |  |  |  |
| Competencies | **7** | Excellent presentation and communication skills with the ability to influence, persuade and listen effectively to others at all levels | E |  | **✓** | **✓** |  |  |  |
| **8** | A commitment to supporting young people and the principles of equality and diversity and equal opportunity | E | **✓** | **✓** |  |  |  |  |
| **9** | Excellent organisational management, administration and problem solving skills | E | **✓** | **✓** |  |  |  |  |
| **10** | Proven planning and organisational skills. | 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 an outreach youth work operational environment | E | **✓** | **✓** |  |  |  |  |
| **13** | Ability to work independently and as part of ahigh performing outreach operational team. | E | **✓** | **✓** |  |  |  |  |
| **14** | Experience of working of data inputting and working with a CRM/MI system. | D | **✓** | **✓** |  |  |  |  |

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| Competencies (cont.) | **15** | Strong administrative and IT skills, in particular Microsoft Office and Google packages. | E | **✓** | **✓** |  |  |  |  |
| **16** | Knowledge of and ability to adhere to GDPR | E | **✓** | **✓** |  |  |  |  |
| **17** | A clean driving licence and access to a car (Not Applicable to London) | E | **✓** |  |  |  |  |  |
| **18** | 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).**