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

Job Title: NCS Seasonal Staffing Manager

**Responsible to:** NCS Programme Manager

Responsible for: Seasonal Staffing Officers

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 Seasonal Staffing Manager drives the recruitment of 500-600 staff and volunteers for Summer and Autumn NCS programmes across London and South West regions. The role involves attracting, sourcing and screening candidates being recruited to deliver Summer and Autumn programme delivery waves. The Seasonal Staffing Manager uses the strategic oversight of seasonal recruitment to work across the Groundwork NCS family to ensure all programmes have a full complement of staff that is passionate, competent and delivery ready whilst embedding contingencies to deal with last minute logistical changes to seasonal delivery teams.

The role has specific responsibilities for seasonal delivery and supports staff learning, and is responsible for developing a training package which meets the contract requirements of NCS and enables staff to deliver a programme that is meaningful and life changing.

Main Objectives:

* Provide strategic direction of the recruitment requirements for seasonal delivery.
* Set up the recruitment process for hiring approximately 500-600 sessional staff.
* Provide outstanding leadership by managing Seasonal Staffing Officers and ensuring they are at 100% work capacity.
* Map, attend and oversee recruitment events which attract seasonal delivery staff.
* Establish working relationships with universities, colleges and appropriate organisations to build a network which directly provide a pool or eligible candidates.
* Provide a package which makes Groundwork a viable employer for potential candidates for Summer and Autumn NCS delivery.
* Provide support to Delivery Managers and senior seasonal staff to assist in managing staff and in implementing HR policies.
* Establish a structure which allows NCS graduates to become the next generation of NCS employees.
* Work with Groundwork Payroll service to oversee the provision of accurate and timely data to ensure accurate wage payments for seasonal staff.

Key Tasks and Responsibilities:

* Work to agreed weekly, monthly and annual KPI’s/targets,
* Develop best practice recruitment processes and solving problems as soon as they arise.
* Managing programme administration including accountability for budget management.
* Contribution to the overall operational readiness for Summer and Autumn NCS programmes with a focus on recruitment, staff training, health and safety and compliance.
* Oversee the seasonal staffing experience and ensure continual improvement and efficiency.
* Ensure the Seasonal Recruitment Officers and Sessional Delivery staff are highly motivated.
* Ensure candidates follow Groundworks and safe recruitment processes.
* Establish, oversee and run internal process with Groundwork’s finance and payroll departments to ensure all seasonal staff are correctly paid.
* Provide a framework to assess seasonal staff performance, ensuring all they are committed to the NCS vision.
* Work with Groundwork’s HR team. Inputting to policy reviews, ensuring NCS team understand and implement appropriate HR policies and procedures.

Be on call out of hours and cover as part of a rota through delivery periods.

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

**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 Seasonal Staffing Manager**  |
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| 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, with a proven track record of delivering complex and high pressured projects.  | E | **✓** | **✓** | **✓** |  |  |  |
| **2** | Experience of leading, motivating and providing inspirational leadership to teams. | E | **✓** | **✓** |  |  |  |  |
| **3** | Experience and/or knowledge HR best practices.  | 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 a predominately young workforce from a wide range of backgrounds, supporting their development and being able to relate sensitively and confidentially matters.  | E | **✓** | **✓** | **✓** |  |  |  |
| **7** | Have the ability to make tough decisions, crisis manage and provide realistic solutions.  | E |  | **✓** | **✓** |  |  |  |
| Competencies | **8** | Excellent presentation and communication skills with the ability to influence, persuade and listen to others effectively | E |  | **✓** | **✓** |  |  |  |
| **10** | A commitment to supporting young people and the principles of equality and diversity and equal opportunity | E | **✓** | **✓** |  |  |  |  |
| **11** | Excellent time management, administration and problem solving skills | E | **✓** | **✓** |  |  |  |  |
| **12** | Proven planning and organisation skills. | E | **✓** | **✓** | **✓** |  |  |  |
| **13** | Excellent communication skills including report writing, written correspondence, telephone and interpersonal skills. | E | **✓** | **✓** | **✓** |  |  |  |

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| Competencies (cont.) | **14** | An understanding of safeguarding and health and safety in an outreach youth work operational environment | E | **✓** | **✓** |  |  |  |  |
| **15** | Ability to work independently and as part of an outreach operational team. | E | **✓** | **✓** |  |  |  |  |
| **16** | Experience of working of data inputting and working with a CRM system. | D | **✓** | **✓** |  |  |  |  |
| **17** | Strong administrative and IT skills, in particular Microsoft Office and Google packages. | E | **✓** | **✓** |  |  |  |  |
| **18** | Knowledge of and ability to adhere to GDPR | E | **✓** | **✓** |  |  |  |  |
| **19** | A clean driving licence and access to a car (Not Applicable to London) | E | **✓** |  |  |  |  |  |
| **20**  | 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).**