



## **JOB DESCRIPTION**

**Job Title:** NCS Recruiter (Including Wave lead during programme)

**Responsible to:** Area Programme Manager (Devon & Cornwall)

**Responsible for:** Team Leaders/Assistant Team Leaders / Volunteers.

**Operational Area:** Plymouth

**Location:** Devonport, Plymouth

**Date:** July 2020

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## **JOB SUMMARY**

The National Citizenship Service Programme supports the Groundwork South'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.

The NCS Recruitment Officer is intrinsic to supporting the planning and delivery of the programme including acting as Wave Leader over a period of 8 weeks residential.

## **KEY TASKS AND RESPONSIBILITIES:**

### **RECRUITMENT**

- Establish strong working relationships with assigned schools, colleges and other referral network in our assigned area.
- Prepare and deliver NCS recruitment events with key stakeholders that develop parents/guardians and young adults' interests which lead to confirmed NCS programme participant.
- Work towards agreed, weekly, monthly and biannually key performance indicators.
- With support from the MI & Data Manager, ensure the NCS reporting requirements are met, including the timely reporting of: Expressions of interest, generated conversion rates and recruitment volumes at individual recruitment sites.

- Facilitate on going communication with young people and parents to maximise sign ups.

#### **DELIVERY**

- Deliver a robust and engaging ‘keep warm’ strategy to minimise pre-programme attrition and meet contract targets.
- Recruit, mobilisation and retention of seasonal staff, ensuring they are deployed to meet programme requirements
- Ensure the delivery of a high quality NCS programme, ensuring it adheres to the NCS Programme Quality Framework and Groundwork’s Curriculum.
- As the Wave Leader, provide on-site leadership during all phases of the programme.
- Support building and managing of relationships with local charities and organisations to aid the delivery on Social Action Projects and Dragon’s Den.
- Support the extension activities in line with NCS targets, including the local Graduate Board and graduate engagement.
- Ensure you record all required data on Salesforce accurately and on time.
- If required, represent Groundwork South at local NCS meetings and training events.
- Any other duties as reasonably requested by the line manager/organisation to support the successful delivery of the programme.

#### **WAVE LEAD**

- To supervise young people in both residential and non-residential locations.
- To actively take part in daily activities both indoor and outdoor, and lead groups independently with your fellow team leaders when required.
- To lead sessions when required.
- To provide support and direction to all group members.
- To support other NCS delivery staff where required.
- To guide and assist your group through a Personal and Social Development programme.
- To monitor young peoples’ welfare throughout NCS and to be especially aware of recorded additional needs, and to follow the procedures in place.
- To liaise and communicate with other Groundwork South staff, Leaders and external organisations on a regular basis.
- To have knowledge of and comply with the Data Protection Act and GDPR.

#### **PEOPLE MANAGEMENT**

- Provide support and direction to members of staff to ensure they understand their roles so as to facilitate the achievement of the Trusts’ objectives.
- Provide proactive performance management of staff via the Trusts’ processes.

#### **SAFEGUARDING CHILDREN & ADULTS AT RISK**

Groundwork South is committed to safeguarding and promoting the welfare of children and adults at risk. It is the responsibility of each employee to familiarise themselves and comply with the organisation's procedures and systems on safeguarding children and adults at risk. Primary responsibilities are:

- To adhere to the Safeguarding Policy and Procedures.
- To adhere to the Safer Recruitment Policy & Procedure.
- To report any safeguarding incidents or concerns immediately to your Designated Safeguarding Officer or Lead Designated Safeguarding Officer.
- To complete any Safeguarding Awareness training as required by Groundwork South.
- If required for your post, undertake an enhanced DBS check and maintain annual membership through the update service.

#### **QUALITY**

- Focus on customer satisfaction and delivers a quality service to the agreed standards.

#### **HEALTH & SAFETY**

Groundwork South is committed to ensuring the health, safety and welfare of its employees and it will, so far as is reasonably practicable, establish procedures and systems necessary to implement this commitment and to comply with its statutory obligations on health and safety. It is the responsibility of each employee to familiarise themselves and comply with the organisation's procedures and systems on health and safety. Primary responsibilities are:

- To report all Health & Safety occurrences including potential hazards to your line manager
- To comply with Groundwork South Health & Safety Policy and Regulations
- To carry out routine checks on vehicles, equipment and machinery and report any defects to your line manager
- Use, store and maintain tools and equipment in line with Health and Safety best practice

#### **ADDITIONAL RESPONSIBILITIES**

- Adhere to all the policies and procedures of the organisation
- Contribute to the Trust's work in maintaining existing and achieving future accreditations and standards
- Commit to Continual Professional Development and undertake any training and development deemed necessary to fulfil criteria of post
- Any other duties commensurate with the level of the post.

#### **GROUNDWORK SOUTH VALUES**

All employees of Groundwork South are required to understand and contribute to the organisation's values. Groundwork South is committed to transforming people's lives and places through social, economic and environmental action. In terms of development and delivery of these projects we work across three business themes, Communities & Landscape

Design Services, Youth, Employment & Skills and Environmental Services and we successfully deliver these projects by adopting a clear set of values:

- Passion
- Commitment
- Empathy
- Professionalism
- Innovation

<b>Factor</b>	<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications &amp; Knowledge</b>	Minimum 5 GCSEs and C grade or above or equivalent	X	
	Relevant degree or professional qualification in Youth and Community Work or Education		X
	Knowledge and understanding of the issues affecting young people	X	
	Knowledge of relevant youth policies, legislation and the wider youth agenda		X
	Knowledge of developing and managing projects in the public, private or voluntary sectors		X
	Knowledge of the NCS Programme		X
<b>Experience</b>	Experience of planning, delivery and evaluation of activities for and with young people	X	
	Demonstrable experience of working directly with young people from a wide variety of backgrounds.	X	
	Experience of Health and Safety, Safeguarding and data handling practices.	X	
	Proven track record of supporting and leading volunteer and sessional workers including proven ability to build, motivate and lead high performing teams		X
	Demonstrable experience of working on the NCS or similar youth programme with residential elements		X
	Experience of working in partnership with a variety of agencies to achieve agreed outcomes.		X
<b>Skills:</b>	Excellent communication and presentation skills, both written and verbal to be able to communicate with a wide variety of customer groups both internally and externally	X	
	Ability to manage workloads and competing priorities in an often deadline orientated environment	X	
	Demonstrate a commitment to and understanding of the principles of equal opportunities in both employment and service delivery	X	
	Demonstrate a commitment to and understanding of safeguarding and promoting the welfare of children and vulnerable adults	X	
<b>Abilities</b>	Strong team skills and a proactive, supportive way of closely working with colleagues to achieve results.	X	
	A proven ability to think creatively, problem-solve and work on own initiative with minimal		X

	supervision		
<b>Special Requirements</b>	Able to work outside normal working hours i.e. attendance at occasional evening and week-end events including attendance on an 8 week residential. The Trust has a Time Off In Lieu system in place.		
	Full UK driving licence and access to own vehicle with appropriate business use insurance.		

**TERMS AND CONDITIONS**

<b>Salary</b>	£20,000 to £22,000
<b>Contract:</b>	12 month fixed term contract (with possibility of extension)
<b>Hours of work:</b>	Your normal hours of work are 37.5 hours each week excluding a daily lunch break (0.5 hr) and travel to and from the main place of work.
<b>Place of work</b>	Your normal place of work will be Hamoaze House, George Street, Mount Wise, Plymouth PL1 4JQ. You may be required to travel on Groundwork’s business to carry out your duties at other locations as may be required for the proper performance of your duties.
<b>Holidays:</b>	25 days per annum plus English Bank Holidays. A pro rata entitlement is calculated for part time workers in each holiday year (which runs from the 1 <sup>st</sup> January to 31 <sup>st</sup> December).
<b>Pension</b>	Groundwork will comply with the employer pension duties in respect of the worker in accordance with Part 1 of the Pensions Act 2008 in relation to the Groundwork Pension Scheme, or such other registered pension scheme as has been set up by Groundwork. Participation in such schemes is subject to satisfying certain eligibility criteria and the rules of such scheme as amended from time to time. Current contribution rates are based on an employee contribution of 5% and employer contributions of 3%. The scheme is operated by salary sacrifice.
<b>TOIL</b>	TOIL – Time Off In Lieu - Although there is no overtime paid by the Trust; the Trust has a Time Off In Lieu system in place. TOIL is normally time spent at weekend and evening events/meetings or extra work as requested by your line manager.
<b>DBS Pre-Employment Check</b>	This post will be subject to an enhanced DBS with barred lists check.
<b>References:</b>	Employment to this post will be subject to receiving two satisfactory references. We reserve the right to approach any previous employers quoted to obtain a reference if deemed necessary.
<b>Proof of Eligibility of right to work in the UK</b>	Evidence must be provided to comply with the Immigration, Asylum and / Nationality Act 2006 <a href="https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/338399/An_employers_guide-28-07-14.pdf">https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/338399/An_employers_guide-28-07-14.pdf</a>
<b>Training:</b>	Undertake any training and development deemed necessary for the pursuance of the post, as identified through the induction and supported by our appraisal process.

**The above job description is a guide to the work you may be required to undertake but does not form part of your contract. The above job description is a guide to the tasks you may be required to undertake and may change from time to time to reflect changing assignments.**

**I have read and agree that this job description and person specification accurately defines the role.**

Signed .....

Printed .....

Date .....