



# HARROGATE TOWN AFC IN THE COMMUNITY



## **JOB ADVERT – National Citizen Service (NCS) Programme Manager**

Harrogate Town AFC Community Foundation is seeking to appoint an enthusiastic, charismatic and dedicated National Citizen Service (NCS) Programme Manager to organise and deliver our NCS project for young people aged 15-17 across Harrogate & District. NCS is a voluntary programme for 15-17 year olds that will promote:

- A more cohesive society by mixing participants of different backgrounds.
- A more responsible society by supporting the transition into adulthood for young people.
- A more engaged society by enabling young people to work together to create social action projects in their communities.

The new person will be accountable for the welfare of children and vulnerable adults under their responsibility in line with the Foundation's Safeguarding Children and Vulnerable Adult Policy.

The role will also embrace equality, diversity and inclusivity in order to facilitate a consistent, co-ordinated and embedded approach to fairness and opportunity across the Foundation.

This role will be full time – 37.5 hours per week, with a fixed initial 12 month contract.

### **Summary:**

Term: 12 month fixed term, subject to funding being received for the NCS project

Salary: £24,000 per annum

Closing date: Wednesday 24th February

Interviews: W/C 1<sup>st</sup> March

**To apply:** please refer to the Job Description and email a covering letter with a completed application form to [community@harrogatetownafc.com](mailto:community@harrogatetownafc.com) All recruitment documents are available on the Community Foundation website <http://www.htafccommunity.co.uk>

Please note that all suitable candidates will be subject to satisfactory references and enhanced DBS procedures.

**If you have any questions about the role, please contact Community Manager – Iain Service via email:** [iainservice@harrogatetownafc.com](mailto:iainservice@harrogatetownafc.com) or call: 07465290222



## JOB DESCRIPTION

Ref: NCS 1 – 02/21

Harrogate Town AFC Community Foundation - NCS Manager	
<b>Department</b>	Education
<b>Line Manager &amp; Reporting Procedures</b>	Iain Service – Community Development Manager Harrogate Town AFC Community Foundation Trustees
<b>Contract</b>	Full time – 37.5 hours per week, 12 month fixed term subject to funding
<b>Full Terms of employment</b>	To be discussed upon successful application
<b>Hours of work</b>	Full-time role requiring flexibility to work unsociable hours to undertaken responsibilities of the role. Project related overnight stays when required.
<b>Basic pay</b>	£24,000 per annum (Necessary overnight, subsistence and other expenses reimbursable to approved allowance limits).
<b>Holiday entitlement</b>	To be discussed upon successful application
<b>Key internal relationships</b>	Harrogate Town AFC Community Foundation Trustees, Community Manager, Community Officer, Volunteers
<b>Purpose of the job</b>	The NCS Programme Manager is responsible for managing the delivery of a high quality, safe and to specification programme for Harrogate Town AFC CIO. Responsibilities extend to the management of operational and administrative staff, oversight of health and safety and safeguarding matters as well as operational deployment and incident management. The role will be the key liaison between Harrogate Town AFC CIO and the commissioning body, (The EFL Trust).
<b>Main Roles &amp; Responsibilities</b>	<ol style="list-style-type: none"> <li>1. To develop and implement a project, recruitment and community engagement strategy to recruit and retain young people onto the NCS programme.</li> <li>2. To achieve weekly and monthly targets as set out by the contract managing partner and/or Funding Organisation.</li> <li>3. Review recruitment data to monitor performance against overall targets and to identify and adjust approach where performance is under agreed targets.</li> <li>4. To develop and manage relationships with key stakeholders including EFL Trust, NCS Trust, schools, colleges, local authority and voluntary sector organisations.</li> <li>5. Meet regularly with appointed EFL Trust Performance Manager to review</li> </ol>

current performance across all aspects of the NCS programme.

6. To understand and manage performance against contractual KPIs.

7. Develop partnerships that support recruitment and delivery of the NCS programme.

8. To line manage and support the NCS team, setting, reviewing and monitoring team and individual targets and objectives in line with those flowed down by the Managing Partner and/or Funding Organisation.

9. Manage the requirements of the contract and communicate these to the NCS staff team.

10. Management of the programme expenditure and budgets.

11. Be responsible for the safeguarding of the young people, both participating and working on programme and be responsible for incident management.

12. Ensure appropriate Risk Assessments are undertaken and be responsible for programme Health and Safety matters.

13. To be the main point of contact for both NCS Trust and EFL Trust Health and Safety or Quality Assurance visits.

14. Attend regional and national meetings and contribute to best practice sharing across the EFL Trust network.

15. Identify key areas of best practice and areas for development within your own NCS delivery to ensure the continuous improvement of the NCS programme.

16. Ensure the NCS programme achieves the customer satisfaction score benchmark as set by the funding body.

17. Lead on the development of the NCS programme delivery timetable, ensuring all submission deadlines are adhered to.

18. Ensure the Programme Quality Framework and agreed timetable is embedded throughout the NCS delivery.

19. Oversee the recruitment and training of seasonal delivery staff ensuring contractual safer recruitment is adhered to and that the staff are performance managed and supported.

20. Manage delivery staff rotas to ensure staffing ratios and adequate rest periods are adhered to during the delivering the NCS programme

# Harrogate Town AFC CIO

## PERSONAL SPECIFICATION

Qualifications		Essential	Desirable
<b>Knowledge &amp; Experience</b>			
	Proven project management experience	✓	
	People management experience, in particular management of a multi-disciplined team in a youth work environment.	✓	
	Experience and/or knowledge of Secondary /Higher education sector	✓	
	Practical experience of managing information operating systems and the ability to interrogate data from a CRM system.	✓	
	A proven track record of managing relationships and partnerships and the ability to communicate with people at various levels.	✓	
	An understanding of safeguarding and health and safety in a youth work setting.	✓	
	A proven ability to work to under pressure to tight deadlines.	✓	
	A commitment to supporting young people, and the principles of equality and diversity.	✓	
	Self-motivated and the ability to work on own initiative.	✓	
	Excellent communication skills including written, telephone and interpersonal skills.	✓	
	Proven planning and organisation skills.	✓	
	IT literate with particular emphasis on Microsoft and Google packages.	✓	
	A knowledge and understanding of the NCS programme.		✓
	Experience of working with young people, particularly 15-17 year olds.		✓
	Relevant degree or Project Management qualification.		✓
	Experience with Salesforce or other CRM or database which manages people and project information		✓
	An understanding of the issues faced by young people.		✓
<b>Personal Qualities &amp; Skills</b>			
	Interpersonal skills – must be a consistent team performer and able to forge excellent working relationships with schools and key partners.	✓	
	Have a polite and courteous manner and a personable approach	✓	
	Energetic and forward thinking	✓	
	Can offer solutions to problems, using initiative and common sense	✓	
	Willing to work in high pressure situations	✓	
	Confident, positive and happy speaking/interacting with people	✓	
	Be organised and have good time management skills	✓	
	Honest, reliable and trustworthy	✓	
<b>Other Requirements</b>			
	A willingness to learn and develop as an individual, through CPD	✓	
	Applicants must be over the age of 18	✓	
<b>Safeguarding</b>			
	To have due regard for safeguarding and child protection policies, including the welfare of children and young people	✓	
	All new employees are subject to DBS checks, with our safeguarding officer.	✓	

**GENERAL INFORMATION**

The Employee must at all times carry out his/her responsibilities with due regard to Harrogate Town AFC Community Foundation policies and procedures.

The Employee must act to protect all young people and vulnerable adults that are in their care, following the Foundation's Safeguarding and Child Protection Policy at all times. The Employee must report any misconduct or suspected misconduct to the Safeguarding Manager.

The Employee must ensure a positive commitment towards equality and diversity by treating others fairly and not committing any form of direct or indirect discrimination, victimisation or harassment of any description and to promote positive working relations amongst Employees and customers.

The above Job Description is not intended to be exhaustive, the duties and responsibilities may therefore vary over time according to the changing needs of the Community Foundation.

**JOB DESCRIPTION AGREEMENT**

I can confirm that I have read, understand and agree with the job description and that I will adhere to it at all times.

Employee's Name:	Employee's Signature:	Date:
Line Managers Name:	Line Managers Signature:	Date: