



## Job Description

### Post Title

NCS (National Citizen Service) Coordinator (Fixed-term for two years in the first instance)

### Department/Location

Inclusion and Health team within the Huddersfield Town Foundation

### Reports to

NCS Manager

### Responsible for

Sessional staff and volunteers

### Purpose of the Role

The NCS Coordinator will support the NCS Manager to deliver a high quality NCS programme by:

- Engaging with young people, and their parents/carers, who wish to participate in the NCS programme;
- Taking responsibility for managing pre-programme and on programme attrition;
- Recruiting and managing/supporting the management of seasonal staff;
- Acting at the main point of contact with young people and their parents/carers;
- Supporting the NCS Manager in the management of expenditure and the programme budget;
- Leading on the design of the NCS programme timetable.

The NCS Coordinator will work collaboratively with other members of The Huddersfield Town Foundation team and will be expected to contribute to the further development of the collective work of The Huddersfield Town Foundation, ensuring a high-quality and professional approach at all times.

### Functional Links

**Internal:** Huddersfield Town Foundation Chief Executive Officer  
Head of Inclusion and Health  
NCS Manager  
Huddersfield Town Foundation team, including the Senior Leadership Team, project leads and other staff  
Board of Trustees  
Club CEO  
All Club personnel

**External:** Including but not limited to:  
National Citizen Service



EFL Trust  
Head Teachers, Teachers and pupils  
Community Hubs  
Youth Work Organisations  
Careers agencies  
Colleges

### **Key Performance Indicators**

- The number of participants on the NCS programme meets or exceeds the target number, as defined in the project aims.
- The NCS programme is delivered within the allocated budget.
- There is evidence that the three pillars of the programme – Social Cohesion, Social Mobility and Social Engagement – are reflected positively in the programme outcomes.

### **Role Specific Responsibilities**

The post holder will be required to:

- Deliver a robust and engaging keep warm strategy to minimise pre-programme attrition;
- Monitor and record on a designated CRM system young people's engagement with NCS in order to quickly identify young people at risk of not participating in the programme;
- Support with the recruitment of young people to the NCS programme;
- Promote NCS in schools, colleges and other settings across the local area;
- Liaise with key contacts in schools and colleges to ensure an annual cycle of NCS recruitment and engagement events are agreed in 100% of allocated mainstream schools;
- Arrange and deliver events that engage with parents/carers during the recruitment period of NCS to ensure they have a full understanding of the NCS programme and the benefits of the programme to their child;
- Deliver presentations and other agreed recruitment events to all allocated secondary schools, non-mainstream schools, colleges and other organisations that engage with the 15-17 age group;
- Process documentation from recruitment events in a timely and accurate manner;

- Achieve weekly and monthly recruitment targets as determined by the NCS Manager;
- Act as the main point of contact for young people and their parents/carers, who have signed up to the NCS programme;
- Ensure welcome and information packs containing all relevant NCS communications are sent to young people and their parents/carers at the appropriate times as agreed in the keep warm strategy;
- Complete home visits to young people who meet the requirements of needing a home visit, as set out by the EFL Trust;
- Embed the Programme Quality Framework into all recruitment, engagement and delivery activities;
- Design and deliver a high quality NCS programme, ensuring it adheres to the NCS Programme Quality Framework;
- Understand and manage own performance against programme KPIs;
- Complete the NCS programme delivery timetable, ensuring submission deadlines and agreed content and timetable templates are adhered to;
- Act as Wave Leader during the delivery of NCS programmes, adhering to the Wave Leader roles and responsibilities at all times when acting in this role;
- Support in the recruitment, training and supervision of seasonal delivery staff;
- Develop and maintain relationships with local voluntary organisations to support young people with their Social Action Project;
- Promote and manage the extension phase of NCS to graduates post-programme and develop further opportunities for them to engage, develop and be active in their community;
- Ensure the volume of graduates engaging with NCS and wider voluntary opportunities meets the contractual benchmark as set by the EFL Trust;
- Understand and comply with the safeguarding of young people, staff, the NCS contract and the organisation;
- Attend regular team and organisation meetings, reporting key performance achievements and areas for improvement; and,

- Deputise for the NCS Manager when required and appropriate.

The post holder will be required to undertake any other duties as required by the NCS Manager, Head of Inclusion and Health, the Huddersfield Town Foundation Chief Executive Officer, and/or any other Senior Manager/Director.

### **Behaviour/Conduct**

The post holder will be required to:

- Be proactive with workload and interventions;
- Seek to continually develop their skills and knowledge;
- Adopt an organised and structured approach to fulfilling the duties and responsibilities of the role;
- Communicate appropriately at all levels;
- Be flexible in hours of work;
- Be trustworthy and adhere to the Club's Code of Conduct and Ethics;
- Adhere to protocol and respect confidentiality in all matters, also protecting any data relating to the area of work in accordance with the Data Protection Act 1998 and the General Data Protection Regulation (GDPR) 2018;
- Consistently demonstrate high standards of behaviour and appearance and encourage the same from others;
- Demonstrate a commitment to safeguarding and promoting the welfare of children and young people; and,
- Be respectful of others at all times and to behave in a non-discriminatory manner, taking account of all protected characteristics as specified in the Equality Act 2010.

### **Additional Information**

#### **Safeguarding:**

Huddersfield Town Association Football Club (HTAFC) Ltd. is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

It is anticipated that the role of NCS Coordinator will involve the supervision of and work with children and young people or vulnerable adults; therefore, the post holder will require an Enhanced Criminal Records Check (CRC) through the Disclosure and Barring Service (DBS) and clearance for work in football by the FA.

As such, this post is exempt from the rehabilitation of Offenders Act (1974) and the applicant must disclose all previous convictions including spent convictions.

The post holder will also be required to undergo Safeguarding Training, to be agreed with the Head of Safeguarding.

**Equality, Diversity and Inclusion**

HTAFC and The Huddersfield Town Foundation are diverse environments in which all characteristics under the Equality Act 2010 are respected; we want everyone to feel valued and included within the Club and to be able to achieve their full potential. HTAFC and The Huddersfield Town Foundation have a zero-tolerance approach to any form of discrimination and commits themselves to the redress of any inequalities by taking positive action where appropriate.

**Accepted by:**

**Name (Printed)** .....

**Name (Signed)** .....

**Date** .....

**This Job Description was prepared in July 2019.**

**The proposed review of this Job Description is September 2020.**

## Person Specification

### Post Title

NCS Coordinator (Fixed-term for two years in the first instance)

Area of Expertise	Essential	Desirable
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Excellent knowledge of the NCS programme and its intended outcomes.</li> <li>• Experience of working with young people, particularly in the 15-17 age groups.</li> <li>• Previous experience of working in education/voluntary/community settings.</li> <li>• Experience and/or knowledge of the secondary and further education sectors and /or Local Authority programmes that support young people.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in the charitable sector.</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• A good standard of general education including GCSE English and Maths at Grade A*-C/Grade 9-4.</li> <li>• A Level 3 qualification or higher in a relevant subject area e.g. Health and Social Care.</li> </ul>	<ul style="list-style-type: none"> <li>• Project management qualification.</li> <li>• Leadership qualification.</li> <li>• Valid First Aid certificate.</li> <li>• Safeguarding children and vulnerable adults certificate.</li> </ul>
<b>Specific Skills and Knowledge</b>	<ul style="list-style-type: none"> <li>• Excellent IT skills including experience of using IT systems including the ability to interrogate data from a CRM system.</li> <li>• Proven planning and organizational skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience with CRM systems or databases that manage people and project information.</li> <li>• An understanding of the issues faced by young people.</li> </ul>

Area of Expertise	Essential	Desirable
<b>Specific Skills and Knowledge (continued)</b>	<ul style="list-style-type: none"> <li>• Ability to relate well and sensitively to young people from a wide range of backgrounds, and to engage them in activities that support their development.</li> <li>• Ability to engage with parents/carers to ensure their buy-in to the NCS programme.</li> <li>• Excellent communication skills, including written, telephone and interpersonal skills.</li> <li>• Committed to creating and maintaining a safe and healthy environment for staff and programme participants.</li> <li>• Self-motivated with the ability to work on own initiative and as part of a team.</li> <li>• Innovative in meeting the needs and interests of graduates, post-programme.</li> <li>• Ability to work to personal targets.</li> </ul>	<ul style="list-style-type: none"> <li>• Excellent administrative skills.</li> <li>• Knowledge of Data Protection legislation including GDPR.</li> </ul>
<b>Additional Requirements</b>	<ul style="list-style-type: none"> <li>• Committed to equality and diversity initiatives and anti-discriminatory practice.</li> <li>• Suitable to work with children and vulnerable adults, and willing to obtain a DBS Enhanced Disclosure.</li> <li>• Full driving licence and the use of a vehicle, and/or the ability to travel throughout Kirklees using public transport.</li> </ul>	<ul style="list-style-type: none"> <li>• Flexible approach to work and working hours, to fulfil the requirements of the role.</li> <li>• Knowledge of the Kirklees demographic and the specific and unique issues facing young people in this community.</li> </ul>