



Job Description

Post Title

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

Department/Location

Inclusion and Health team within the Huddersfield Town Foundation

Reports to

Head of Inclusion and Health

Responsible for

NCS Coordinator

Sessional staff and volunteers

Purpose of the Role

The NCS Manager is responsible for managing the delivery of a high quality, safe and to specification programme for The Huddersfield Town Foundation. 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 post holder will be the key liaison between The Huddersfield Town Foundation and the commissioning body, the EFL Trust.

The NCS Manager will work collaboratively with other members of The Huddersfield Town Foundation team, to explore and secure additional funding for other community-based projects and initiatives. The NCS Manager will also 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

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:

- Develop and implement a project, recruitment and community engagement strategy to recruit and retain young people on to the NCS programme;
- Achieve weekly and monthly targets as set out by the contract managing partner and/or Funding Organisation;
- Review recruitment data to monitor performance against overall targets and to identify and adjust approach where performance is under agreed targets;
- Develop and manage relationships with key stakeholders including the EFL Trust, NCS Trust, schools, colleges, local authority and voluntary sector organisations;
- Meet regularly with the appointed EFL Trust Performance Manager to review current performance across all aspects of the NCS programme;
- Understand and manage performance against the programme's Key Performance Indicators;
- Develop partnerships that support recruitment to and delivery of the NCS programme;
- Line manage and support the NCS Coordinator and any casual/sessional staff, including setting, reviewing and monitoring team and individual objectives in line with those cascaded by the Managing Partner and/or Funding Organisation;
- Manage the requirements of the contract and communicate these to the NCS team;

- Manage the programme budget and expenditure;
- Be responsible for incident management and the safeguarding of the young people participating in and working on the programme;
- Ensure appropriate Risk Assessments are undertaken and that the programme and associated activities are compliant with Health and Safety legislation;
- Be the main point of contact for both the NCS Trust and the EFL Trust Health and Safety and/or Quality Assurance visits;
- Attend regional and national meetings and contribute to sharing of best practice across the EFL Trust network;
- Identify key areas of best practice and areas for development within the Foundation's NCS delivery to ensure continuous improvement of the NCS programme;
- Ensure the NCS programme achieves the customer satisfaction score benchmark as set by the funding body;
- Lead on the development of the NCS programme delivery timetable, ensuring all submission deadlines are adhered to;
- Ensure the Programme Quality Framework and agreed timetable are embedded throughout the NCS delivery;
- Oversee the recruitment and training of seasonal delivery staff, operating within the principles of safer recruitment and ensuring that staff are well-managed and supported; and,
- Manage delivery staff rotas to ensure staffing ratios and adequate rest periods are adhered to during the delivery of the NCS programme.

The post holder will be required to undertake any other duties as required by the 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 Manager 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 is a diverse Club that respects all characteristics under the Equality Act 2010; we want everyone to feel valued and included within the Club and to be able to achieve their full potential. HTAFC has a zero-tolerance approach to any form of discrimination and commits itself 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 Manager (Fixed-term for two years in the first instance)

Area of Expertise	Essential	Desirable
Experience	<ul style="list-style-type: none"> Proven project-management experience. Experience of managing or supervising staff and/or volunteers in a youth work environment. Previous experience of working in secondary/further/higher education. 	<ul style="list-style-type: none"> Previous experience of working on the NCS programme. Experience of working with young people, particularly in the 15-17 age groups. Experience of working in the charitable sector.
Qualifications	<ul style="list-style-type: none"> A good standard of general education including GCSE English and Maths at Grade A*-C/Grade 9-4. A degree or equivalent in a relevant discipline. 	<ul style="list-style-type: none"> Project management qualification. Leadership qualification. Valid First Aid certificate. Safeguarding children and vulnerable adults certificate.
Specific Skills and Knowledge	<ul style="list-style-type: none"> Excellent IT skills including experience of using IT systems including 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. A proven ability to work under pressure and to tight deadlines. Excellent communication skills, including written, telephone and interpersonal skills. 	<ul style="list-style-type: none"> Experience with CRM systems or databases that manage people and project information. An understanding of the issues faced by young people.

Area of Expertise	Essential	Desirable
Specific Skills and Knowledge (continued)	<ul style="list-style-type: none"> • Understanding of and committed to creating and maintaining a safe and healthy environment for staff and programme participants. • Self-motivated with the ability to work on own initiative and with minimal supervision. • Proven planning and organisational skills. • Ability to engage, motivate, inspire and mentor people to achieve their goals. 	
Additional Requirements	<ul style="list-style-type: none"> • Committed to equality and diversity initiatives and anti-discriminatory practice. • Suitable to work with children and vulnerable adults, and willing to obtain a DBS Enhanced Disclosure. • Full driving licence and the use of a vehicle, and/or the ability to travel throughout Kirklees using public transport. 	<ul style="list-style-type: none"> • Flexible approach to work and working hours, to fulfil the requirements of the role. • Knowledge of the Kirklees demographic and the specific and unique issues facing young people in this community.