

VACANCY APPLICATION PACK



NCS (National Citizen Service) Coordinator

APPLICATION PACK

Burton Albion Community Trust's Mission Statement:

*'Making a difference in our communities through the power of sport
and brand of Burton Albion Football Club'*

The mission is underpinned by our four Strategic Aims & seven Core Values:

Strategic Aims

- Deliver high quality
- Create a positive journey
- To measure and evidence impact
- Govern and lead effectively

Core Values

Empathy - The organisation will constantly be aware, will seek to understand, and always support each other and those who we serve.

Determination - The organisation is determined to INSPIRE, ENGAGE, EDUCATE one another and the wider community.

Innovation - The organisation will always be proactive and seek new methods to ensure high quality services.

Pride & Passion - The organisation is proud to serve the community and is passionate about improving people's lives.

Professionalism - The organisation will lead by example to ensure the highest possible standards are demonstrated and maintained.

Respect - The organisation will recognise and admire the qualities and differences of every person, ensuring they are treated equally and with the utmost consideration.

Integrity - The organisation will always be open, truthful and honest in everything we do.



JOB DESCRIPTION

Job Title: NCS (National Citizen Service) Coordinator	Salary: £16,575 - £18,325 (depending on experience)
Reports to: NCS Team Leader	Hours: Full-Time (37.5 hour per week) 3 Year Fixed Term contract

Role Purpose:
The NCS Coordinator will support the NCS Team Leader 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 attrition and on programme retention
- Recruiting and supporting the management of seasonal staff
- Acting as a main point of contact with young people and their parents/carers
- Supporting the NCS Team Leader in the management of expenditure and the programme budget
- Supporting the design of the NCS programme timetable.

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

Roles & 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.
- 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 young person

- 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 Team Leader
- 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 NCS 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
- To help support the completion of 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 roles and responsibilities at all times
- 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 Projects
- 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 regional delivery partner;
- 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
- Deputise for the NCS Team Leader when required and appropriate.

The post holder will be required to undertake any other duties as required by the NCS Team Leader, Education and Learning Manager, Community Operations Manager, Head of Community and/or any other Senior Manager.

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 core components of the programme are reflected positively in the programme outcomes.

General:

This document is a guide only and should not be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in the light of changing needs of the organisation.

All employees may be required to undertake any other duties as may be responsibly requested.

Equality Code of Practice

Burton Albion Community Trust are committed to ensuring that equality of opportunity is at the very heart of everything we do to ensure we provide fair and non-prejudicial access to the services across the Club. We uphold everyone's freedom of rights and choice to be different and aim to provide opportunities for everyone to succeed. It is the policy of the club that no person, whether job applicant, employee or customer, shall be discriminated against. For full details, please refer to our employees Company Handbook

Safeguarding Statement

Burton Albion Community Trust (BACT) operates a child centred approach to safeguarding and where concerns about the welfare of a child or adult at risk exists, staff will always act in the best interests of the child or adult at risk.

The Trust fully acknowledges and accepts its responsibility for the well-being and safety of all children and adults at risk engaged in Trust activities. It is the duty of all staff working at the Trust to ensure they safeguard children and adults at risk by creating an environment that protects them from harm.

Burton Albion Community Trust believes that the general wellbeing, welfare, and safety of all children and adults at risk engaged in Trust activities is of the upmost importance. Burton Albion will fulfil its responsibilities by ensuring it displays best practice in safeguarding matters, carried out in a spirit of partnership and openness with the child or adults at risk, family and the relevant local authority.

Commitment

Burton Albion Community Trust is committed to being inclusive and providing a safe and positive experience for everyone involved in our activities and aims to protect them by:

- Adopting a pro-active approach in approach in preventative work.
- Having clear polices which are audited and reviewed annually.
- Vetting all staff and volunteers.
- Providing regular training to ensure staff can identify concerns and are confident When responding, reporting and recording.
- Embedding safeguarding as a priority throughout the Trust.

PERSON SPECIFICATION		
Education / Qualifications	Essential	Desirable
A good standard of general education including GCSE English and Maths at Grade A*-C/Grade 9 - 4.	•	
A Level 3 qualification or higher	•	
Project management qualification.		•
Leadership qualification.	•	
Valid First Aid certificate.	•	
Safeguarding children and adults at risk certificate.	•	
Knowledge and Experience	Essential	Desirable
Excellent knowledge of the NCS programme and its intended outcomes.	•	
Experience of working with young people, particularly in the 15-17 age groups.	•	
Previous experience of working in education/voluntary/community settings.	•	
Experience and/or knowledge of the secondary and further education sectors and /or Local Authority programmes that support young people.	•	
Experience of working in the charitable sector.		•
Skills and Competencies	Essential	Desirable
Excellent IT skills including experience of using IT systems including the ability to interrogate data from a CRM system.	•	
Proven planning and organisational skills.	•	
Ability to relate appropriately and sensitively to young people from a wide range of backgrounds, and to engage them in activities that support their development.	•	
Excellent communication skills, including written, telephone and interpersonal skills.	•	
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 as part of a team.	•	
Innovative in meeting the needs and interests of graduates.	•	
Ability to work to personal targets.	•	
Experience with CRM systems or databases that manage people and project information.		•
An understanding of the issues faced by young people.		•
Excellent administrative skills.		•
Knowledge of Data Protection legislation including GDPR.		•
Equality & Inclusivity	Essential	Desirable
Ability to work in a non-discriminatory manner, in accordance with Burton Albion Community Trust's Equality Policy.	•	
Additional Requirements		
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 which is covered by Business Insurance.	•	
Flexible approach to work and working hours, to fulfil the requirements of the role.		•



APPLICATIONS

Application forms are available from <http://burtonalbioncommunitytrust.co.uk/job-vacancies/>
To apply for this role, please send a completed application form to:
bactvacancies@burtonalbionct.org

Or via post to:
Lisa Beard
Burton Albion Community Trust
Pirelli Stadium
Princess Way
Burton on Trent
Staffordshire
DE13 0AR

Closing date for applications: Friday 30th August 2019

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