



Argyle Community Trust

NCS Officer

Location: Plymouth

Job Description

- Hours:** 40 hours per week; evening and weekend work are a requirement of the post
- Salary:** £18,500-£20,500 plus benefits
- Contract:** Full-time, fixed-term until September 2022 (extension possible subject to NCS funding)
- Reports to:** NCS Programme Manager
- Area:** Plymouth
- Start Date:** August 2021

Closing date for applications: Friday 23rd July 2021 5pm

Argyle Community Trust is looking to recruit an individual who is passionate about supporting young people's development through the role of NCS Officer. The position will be based in Plymouth, however the role will require the successful candidate to work in parts of Cornwall and Devon dependent on the demands of the programme. The candidate will be expected to work evenings, weekends, and residential elements and have an understanding of young people's needs.

The candidate must have a good understanding of the National Citizen Service programme and be able to recruit participants for the programme, lead a number of residential and social action projects within the role. An understanding of volunteering and organizing competitions and events is required. The candidate must have good, in-depth knowledge of Community Cohesion programmes, excel at partnership working with an understanding of estates based projects, youth services and youth offending teams and also have the ability to manage challenging groups and/or individuals.

Experience of working with young people of KS4 age within a wide range of community settings, (including youth centres, local estates, and sports centres) is desirable. We would also expect the candidate to have a number of other sports/youth-related qualifications and be computer literate.

The candidate must also understand the importance of monitoring and evaluation and be confident in ICT and data entry. This is a part of the role which will help develop the Trust's reports and feedback to its multiple partners.

As a registered charity, the Community Trust works, in close conjunction with Plymouth Argyle Football Club, with many people across several sectors where sport has proven to be the ideal tool for creating lasting education and engagement with individuals. Argyle Community Trust is an equal opportunities employer and welcome applications from all suitably qualified persons regardless of their race, sex,

disability, religion/belief, sexual orientation or age. Argyle Community Trust is committed to safeguarding and promoting the welfare of all participants on our programmes and promotes robust policies to ensure that our staff and volunteers adhere to safe practices. The successful candidate will be subject to undertaking enhanced DBS checks prior to employment

If you can meet the specifications and would like to become part of the Argyle Community Trust team, please complete our online application form <https://forms.gle/Lr5x7kHHEndy7jAL6>
In your covering letter you should draw on relevant aspects of your experience, including paid employment and voluntary work or training to demonstrate how your skills, experience and personal qualities match the requirements of this job specification. If you would like further information or wish to discuss the post please contact Actrecruitment@pafc.co.uk

For further information about the work of Argyle Community Trust and our strategic aims visit <https://argylecommunitytrust.co.uk/about-us/>

Key Duties will include:

Stakeholder:

- Build relationships with in-school Key Stage 4 Leads.
- Network with organisations to present the benefits of the NCS programme across Plymouth.
- Support ACT and NCS Trust Engagement Teams in school assemblies to increase recruitment.
- Co-ordinate and establish relationships with parents and support the delivery of parent/guardian meetings.
- Adherence to all Safeguarding procedures.
- Attend weekly meetings with NCS Team providing updates on all roles and responsibilities.

Engagement:

- Plan and manage recruitment events for all NCS programmes and take responsibility for recruiting young people for NCS summer and autumn programmes, with specific targets as outlined by NCS Programme Manager, including expanding events outside of the school environment.
- Promote the benefits of NCS to young people through high quality presentations in assemblies.
- Support the Data and Impact Officer in transferring EOIs and Sign-Ups to Salesforce immediately after recruitment events.
- Co-design school engagement activities with the NCS Team ensuring a minimum of three events are held per school.
- Take responsibility for outreach recruitment – including recruiting young people from local community services and who are not accessing mainstream education.
- Ensure all participant records and programmes are input and kept in accordance with Data Protection laws.
- Work with Line Manager and wider-NCS team to recruit, convert and engage with young people against a target curve.
- Plan and deliver a communication strategy with sign-ups, ensuring that each customer has a positive customer service experience.
- Ensure all promotional materials are stocked and prepared for each individual recruitment event.

Operations:

- Support NCS Manager in ensuring all Health and Safety compliance is completed and signed off by NCS Trust.
- Develop, co-ordinate and deliver a sustainable NCS graduate programme for Plymouth.
- Support the NCS Manager with planning venues and site visits, in line with our supply chain management process.

- Support the NCS Programme Manager with arranging logistics for all NCS programmes.
- Develop and deliver keep warm events across Plymouth.
- Manage logistics: bookings, timetabling, transportation, medical/ dietary requirements and programme expenses. Obtain all provider policies, risk assessments, insurances, in relation to NCS
- Operate against the 'countdown to delivery' framework.
- Develop a 'Social Action' networking group of local partners.

Programme Delivery:

- Fulfil the role of Wave Manager/Group Leader during summer and autumn programmes.
- Be available for other groups during summer and autumn programmes when not on programme.
- Monitor and Quality-assure effective and safe delivery of all NCS programmes by all staff.
- Provide support for Group Leaders during the delivery phase of the programme, ensuring that the delivery team adhere to the programme guidelines and meet core delivery aims.
- Effective support of the Group Leaders when dealing with challenging behaviour to ensure NCS Trust guidelines are met.

Staffing:

- Support the NCS Manager in recruitment and training of all NCS delivery staff.
- Be responsible for the ordering, distribution and recording of all NCS kit and equipment.
- Overseeing and ensuring that Safeguarding, Equal Opportunities, Health and Safety and Data Protection policies are met by all staff.
- Ensuring that the delivery team maintain a policy of inclusivity throughout the NCS programme.
- Supporting the delivery of staff training, ensuring that the NCS ethos is implemented throughout.
- Ensure all compliance is adhered too by all.

Other Trust Duties:

- Ad-hoc delivery of wider-ACT provisions if needed.
- Completing the relevant administration for wider-ACT provisions.
- Delivery on match day activities at the football club when requested.
- To abide by all ACT policies and procedures including but not limited to Safeguarding, Health and Safety, Equality and Inclusion and Data Protection.

PERSON SPECIFICATION	Essential	Desirable	Application or Staff record or CV	Interview	Reference	Presentation/Task
Qualifications						
<ul style="list-style-type: none"> • DBS Clearance ready • Basic First Aid qualification or willingness to complete one • Full and Clean UK Driving License • Youth Mental Health First Aid / Safeguarding • Youth mentoring course or qualification • Degree in a relevant field • Youth work, teaching or coaching qualification 	E		✓			
	E		✓			
	E		✓			
	D		✓	✓		
	D		✓			
	D		✓			
	D		✓			
Knowledge and Understanding						
<ul style="list-style-type: none"> • Knowledge and understanding of NCS Trust ethos and a passion for supporting the development of young people 	E		✓	✓		✓

<ul style="list-style-type: none"> • Experience or understanding of how to engage with young people in a youth work, sports or educational context 	E	✓	✓	✓	✓
<ul style="list-style-type: none"> • Understanding of how to build rapport and manage relationships with parents/ guardians, teachers and other professionals 	E	✓	✓		
<ul style="list-style-type: none"> • Knowledge of what motivates young people and the ability to manage challenging behaviour 	E	✓	✓		✓
<ul style="list-style-type: none"> • Understanding of safeguarding and appropriate boundaries when working with young people 	E	✓	✓	✓	✓
<ul style="list-style-type: none"> • Knowledge and experience of residential camps, activity programmes or social action projects 	D	✓	✓		
<ul style="list-style-type: none"> • Understanding of sales, promotional or recruitment events 	D	✓	✓		✓
<ul style="list-style-type: none"> • An understanding of the practical and operational process behind delivering events and projects safely 	D	✓	✓		✓
Leadership Skills and Experience:					
<ul style="list-style-type: none"> • Evidence of successfully supporting, motivating and developing a team of staff including, casual and voluntary staff. 	E	✓	✓	✓	✓
<ul style="list-style-type: none"> • Sensitivity to the needs of colleagues, young people and the community and ability to understand customer needs 	E	✓		✓	
<ul style="list-style-type: none"> • Good organisational, project management and time management skills with the ability to work effectively to achieve deadlines and manage expectations 	E	✓		✓	
<ul style="list-style-type: none"> • Ability to manage complaints and resolve conflict, mediating effectively between parties and eliciting positive outcomes. 	D		✓	✓	
<ul style="list-style-type: none"> • Respond positively to feedback and strive for high standards and excellence in all aspects of the role. 	D	✓	✓	✓	
<ul style="list-style-type: none"> • Challenge non-compliance and uphold ACT Trust and NCS Trust policy and procedures. 	E		✓	✓	✓
Communication:					
<ul style="list-style-type: none"> • Proven ability to communicate effectively and develop rapport with adults and young people of all ages and develop partnerships. 	E	✓	✓	✓	
<ul style="list-style-type: none"> • Exemplary telephone and face-face communication skills in group or individual settings 					
<ul style="list-style-type: none"> • Good standard of English in both written and verbal communication. 	E	✓	✓		✓
<ul style="list-style-type: none"> • Understand obligations regarding information sharing and GDPR 	E		✓		
<ul style="list-style-type: none"> • Ability to accurately convey meaning and deliver presentations in a clear, concise and engaging way. 	E		✓		✓
<ul style="list-style-type: none"> • Respond to email and other written correspondence in a professional manner in line with Trust Standards and Communication Guidelines 	D			✓	