



Argyle Community Trust

Lead NCS Engagement Officer

Location: Plymouth

Job Description

Hours: 40 hours per week; some evening and weekend work is a requirement of the post
Salary: £22,000 plus benefits
Contract: Full-time, permanent
Reports to: Impact and NCS Contract Manager
Area: Plymouth

Closing date for applications: Friday 19th November 2021 5pm

National Citizen Service (NCS) is the country's fastest growing youth movement, with over 600,000 young people having taken part to date. The NCS programme uses a series of adrenaline-fuelled outdoor adventure activities, community-based workshops and social action projects to bring young people from different backgrounds together. These programmes equip young people with new skills, the tools to make a difference and helps them to discover the depths of their talents.

Argyle Community Trust is looking to recruit an individual in the role of Lead NCS Engagement Officer. We are looking for a candidate who is as passionate about supporting young people as we are and can engage and inspire local schools and their young people to be involved in our programme. The candidate must have an understanding of the NCS programme, be confident and able to recruit participants for the programme by delivering assemblies and events to promote the benefits of NCS to young people and their parents/guardians. They must also be willing to be upskilled to lead a number of residential and social action projects within the role. An understanding of the power of volunteering and a passion for co-delivering events is required. The candidate must have good, in-depth knowledge of community cohesion programmes, an understanding of community projects and also have the ability to work with challenging groups and 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. The candidate must understand the importance of monitoring and evaluation and be confident in ICT and data entry. This part of the role will help develop and improve the Trust's reporting to its partners and funders and will ensure that we continually refine and improve our provisions.

The position will be based in Plymouth. The candidate will be a flexible staff member who is able to work in the evenings on occasion, and support residential elements of programme delivery.

As a registered charity, the Community Trust works in close conjunction with Plymouth Argyle Football Club, with many people working across several sectors where sport has proven to be the ideal tool for creating lasting education and engagement with individuals. The great relationship with the football club provides opportunity to access additional benefits such as club partnership rewards and tickets.

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 feel 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:

Engagement and recruitment

- Plan and manage recruitment events for all NCS programmes.
- Take responsibility for recruiting young people for all Argyle Community Trust NCS programmes, with specific targets/KPIs as outlined by NCS Programme Manager and measured against a target curve. A minimum of six events should be held per school.
- Promote the benefits of NCS to young people through high quality presentations in assemblies.
- Take responsibility for outreach recruitment, including recruiting young people from organisations outside of mainstream education.
- Transfer EOIs and Sign-Ups to Salesforce immediately after recruitment events.
- Ensure all participant records are maintained in accordance with Data Protection laws.
- Establish relationships with parents and co-ordinate and deliver parent/guardian meetings.
- Ensure all promotional materials are stocked and prepared for each individual recruitment event.
- Plan and deliver a communication strategy with sign-ups, ensuring that each customer has a positive customer service experience.
- Build and sustain strong relationships with teachers to enable continued recruitment to the programme
- Network with organisations to present the benefits of the NCS programme across Plymouth.
- Deliver Community Engagement activity in community-based settings, in line with Trust standards

Operations:

- Support the contract manager in ensuring that programmes are compliant with Health & Safety and Safeguarding regulations.
- Recruit Young People to the NCS graduate programme and support the NCS Officer with its delivery.
- Support the NCS Officer with planning venues and site visits, in line with our supply chain management process.
- Support the NCS Contract Manager with the quality assurance of session delivery.

Programme delivery:

- Fulfil the role of a Residential Manager during programmes.
- 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.
- Effective support of the Group Leaders when dealing with challenging behaviour to ensure guidelines are met.
- Adherence to all Health & Safety and Safeguarding procedures.

| PERSON SPECIFICATION | Essential Desirable | Application or Staff record or CV | Interview | Reference | Presentation/Task |
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| 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 • Experience or understanding of how to engage with young people in a youth work, sports or educational context • Understanding of how to build rapport and manage relationships with parents/ guardians, teachers and other professionals • Knowledge of what motivates young people and the ability to manage challenging behaviour • Understanding of safeguarding and appropriate boundaries when working with young people • Knowledge and experience of residential camps, activity programmes or social action projects • Understanding of sales, promotional or recruitment events • An understanding of the practical and operational process behind delivering events and projects safely | E E E E E D D D 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. • Sensitivity to the needs of colleagues, young people and the community and ability to understand customer needs • Good organisational, project management and time management skills with the ability to work effectively to achieve deadlines and manage expectations • Ability to manage complaints and resolve conflict, mediating effectively between parties and eliciting positive outcomes. • Respond positively to feedback and strive for high standards and excellence in all aspects of the role. • Challenge non-compliance and uphold ACT Trust and NCS Trust policy and procedures. | E E E D D E | ✓ ✓ ✓ ✓ ✓ | ✓ ✓ ✓ ✓ ✓ ✓ | ✓ ✓ ✓ ✓ ✓ ✓ | ✓ ✓ ✓ ✓ ✓ ✓ |

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| 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 | E | | ✓ | |
| <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 | | ✓ | |