



Argyle Community Trust

NCS Officer

Location: Plymouth

Job Description

Hours: 40 hours per week; some evening and weekend work is a requirement of the post
Salary: £18,500-£20,500 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 who is passionate about supporting young people's development through the role of NCS Officer. We are looking for someone who would like to work for a sport-for-change charity whose work across the South West positively effects thousands of lives. The candidate should have an understanding of the NCS programme and must want to work directly with young people to lead a number of residential and social action projects. They should also have experience in the planning and logistics of organising events so that they are able to make our programme exciting and engaging for all participants.

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 should have good, in-depth knowledge of community cohesion programmes, excel at partnership working with an understanding of estates-based projects, a range of local partners and also have the ability to manage challenging groups and/or individuals.

We would also expect the candidate to 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.

Working on evenings, weekends, and residential projects will occasionally be necessary, as will working in parts of Cornwall and Devon. This will occur in line with the structures and demands of the programmes,

however, and the successful candidate will primarily be based in Plymouth and work during normal working hours.

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. 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:

Engagement and recruitment:

- Assist with the delivery of recruitment events for all NCS programmes inside and outside of mainstream education.
- Support the NCS Engagement Officer in transferring EOIs and Sign-Ups to Salesforce immediately after recruitment events.
- Ensure all participant programmes are uploaded and stored on Salesforce in accordance with Data Protection laws.
- Network with organisations to present the benefits of the NCS programme across Plymouth.

Operations:

- Manage the logistics of all NCS programmes, including site visits, bookings, timetabling, transportation, medical/dietary requirements and programme expenses. Obtain all provider policies, risk assessments, insurances, in relation to NCS. Support NCS Manager in ensuring all Health and Safety compliance is completed and signed off by NCS Trust.
- Be responsible for the ordering, distribution and recording of all NCS kit and equipment.
- Develop and deliver 'Keep Warm' events across Plymouth
- Operate against the 'Countdown to Delivery' framework.
- Develop, co-ordinate and deliver a sustainable NCS graduate programme for Plymouth, including the establishment of a 'Social Action' networking group of local partners
- Attend weekly meetings with NCS Team providing updates on all roles and responsibilities.
- Support the delivery of staff training, ensuring that the NCS ethos is implemented throughout.

Programme Delivery:

- Fulfil the role of Wave Manager/Group Leader during Summer and Autumn programmes.
- Provide support for Group Leaders during the delivery phase of the programme, ensuring that the delivery team adhere to the programme guidelines, meet core delivery aims, as well as Safeguarding, Equal Opportunities, Health and Safety and Data Protection policies
- Effective support of the Group Leaders when dealing with challenging behaviour to ensure NCS Trust guidelines are met.

- Deliver in-person school 'Skills Booster' personal development programme, in line with OFSTED and partner school requirements
- Deliver NCS 'Changemakers' graduate programme
- Monitor and Quality-assure effective and safe delivery of all NCS programmes by all staff.
- Ad-hoc delivery of wider-Argyle Community Trust provisions if needed.

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 • 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		✓	✓		✓
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			✓	✓	✓
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			✓	