



Job Title:	NCS Programme Manager
Hours of Work:	37.5 hours per week, Monday to Friday (occasional Saturday & Sundays. Hours determined by the needs of the service)
Contract Status:	Full Time – 1 Year Rolling Contract (Based on successful delivery and repeat funding of the programme)
Salary:	£22,000 - £24,000 plus performance related pay, expenses, pension, company laptop and mobile phone
Location:	Poolfoot Farm Sports Complex, Butts Road, Thornton Cleveleys. FY5 4HX.
Reports to:	Chief Executive/Community Trust Manager

Job Summary:

Fleetwood Town Community Trust is seeking to appoint an enthusiastic, charismatic and dedicated National Citizen Service (NCS) Programme Manager to organise and deliver our NCS project for young people aged 16-17 across Wyre.

NCS is a voluntary programme for 16-17 year olds that will promote:

- A more cohesive society by mixing participants of different backgrounds.
- A more responsible society by supporting the transition into adulthood for young people.
- A more engaged society by enabling young people to work together to create social action projects in their communities.

Overall purpose of the job:

The NCS Programme Manager is responsible for managing the delivery of a high quality, safe and to specification programme for the Trust. 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 role will be the key liaison between Trust and the commissioning body, (The EFL Trust).

Main role and responsibilities:

1. To develop and implement a project, recruitment and community engagement strategy to recruit and retain young people onto the NCS programme.
2. To achieve weekly and monthly targets as set out by the contract managing partner and/or Funding Organisation.
3. Review recruitment data to monitor performance against overall targets and to identify and adjust approach where performance is under agreed targets.

4. To develop and manage relationships with key stakeholders including EFL Trust, NCS Trust, schools, colleges, local authority and voluntary sector organisations.
5. Meet regularly with appointed EFL Trust Performance Manager to review current performance across all aspects of the NCS programme
6. To understand and manage performance against contractual KPIs
7. Develop partnerships that support recruitment and delivery of the NCS programme
8. To line manage and support the NCS team, setting, reviewing and monitoring team and individual targets and objectives in line with those flowed down by the Managing Partner and/or Funding Organisation
9. Manage the requirements of the contract and communicate these to the NCS staff team.
10. Management of the programme expenditure and budgets
11. Be responsible for the safeguarding of the young people, both participating and working on programme and be responsible for incident management
12. Ensure appropriate Risk Assessments are undertaken and be responsible for programme Health and Safety matters
13. To be the main point of contact for both NCS Trust and EFL Trust Health and Safety or Quality Assurance visits
14. Attend regional and national meetings and contribute to best practice sharing across the EFL Trust network.
15. Identify key areas of best practice and areas for development within your own NCS delivery to ensure the continuous improvement of the NCS programme
16. Ensure the NCS programme achieves the customer satisfaction score benchmark as set by the funding body.
17. Lead on the development of the NCS programme delivery timetable, ensuring all submission deadlines are adhered to.
18. Ensure the Programme Quality Framework and agreed timetable is embedded throughout the NCS delivery.
19. Oversee the recruitment and training of seasonal delivery staff ensuring contractual safer recruitment is adhered to and that the staff are performance managed and supported.
20. Manage delivery staff rotas to ensure staffing ratios and adequate rest periods are adhered to during the delivering the NCS programme
21. To promote the work of the Trust and ensure positive media is achieved through internal and external mediums – locally, regionally and nationally where applicable.
22. To assist with the coordination of the club's match day experience at home games, as required.

Person Specification

Essential skills and experiences:

1. Proven project management experience.
2. People management experience, in particular management of a multi-disciplined team in a youth work environment.
3. Experience and/or knowledge of Secondary /Higher education sector.
4. Practical experience of managing information operating systems and the ability to interrogate data from a CRM system.

5. A proven track record of managing relationships and partnerships and the ability to communicate with people at various levels.
6. An understanding of safeguarding and health and safety in a youth work setting.
7. A proven ability to work to under pressure to tight deadlines.
8. A commitment to supporting young people, and the principles of equality and diversity
9. Self-motivated and the ability to work on own initiative.
10. Excellent communication skills including written, telephone and interpersonal skills.
11. Proven planning and organisation skills.
12. IT literate with particular emphasis on Microsoft and Google packages.

Advantageous:

1. A knowledge and understanding of the NCS programme.
2. Experience of working with young people, particularly 15-17 year olds.
3. Relevant degree or Project Management qualification.
4. Experience with Salesforce or other CRM or database which manages people and project information
5. An understanding of the issues faced by young people.

The 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 reasonably required.

Closing date: by 12 noon on Friday 12th July 2019