



This job description may be subject to revision following discussion with the person appointed and forms part of the contract of employment:

- Job Title:** Youth Engagement Officer
- Hours of Work:** Weekdays, evenings, and potential to work weekends. (Hours determined by the needs of the service)
- Contract Status:** Full Time (37 hours)
- Rate of Pay:** £21,000-£23,000 + Target driven bonus scheme
- Location:** Poolfoot Farm Sports Complex, Butts Road, Thornton Cleveleys. FY5 4HX.
- Reports to:** Community Cohesion & Inclusion Manager / Sport & Education Manager
- Purpose:** Due to the growth of the organisation at Fleetwood Town Community Trust, we are recruiting a Youth Engagement Officer to lead on the recruitment of young people attending NCS and Fleetwood Town Community Sports College.
- The successful candidate will deliver across the three phases of NCS in Autumn and Summer programmes and continue to work closely in secondary schools and colleges.
- The post holder will set up and deliver a range of recruitment provisions and activities, to be used to engage a wide range of young people on our different programmes.

**Core Duties & Responsibilities:**

- To deliver the Community Trust's new recruitment strategy, engaging with young people to offer a variety of different programmes which can enhance their career progressions and skills for life.
- To work closely with local secondary schools and their staff to engage pupils in a range of activities to promote the opportunities available at Fleetwood Town Community Trust. This will also include presenting promotional materials to different year groups.
- To undertake outreach in the community to engage hard to reach young people, including sports clubs and youth hubs.
- To plan, implement and co-ordinate the NCS project alongside the Community Cohesion & Inclusion Manager whilst also leading on the extension phase, ChangeMakers, where young people design and showcase their social action projects across the community.
- To work alongside the Sport & Education manager to build relationships with young people, offering support and correct guidance on their different options regarding education courses and career progressions.
- To create signposting links to other education and volunteering provisions for young people.

- To collaborate with media and marketing platforms to raise awareness of Community Trust programmes; through notice boards, website stories, match day programmes and the use of social media engagement.
- Keep accurate up to date filing systems, data and records relating to projects in line with GDPR.
- Dealing with enquiries and general day-to-day liaison with customers/ FTFC staff/Fleetwood Community Trust staff.
- May include general office administration duties including photocopying, sending and responding to emails.
- Willingness to undertake training, education and continued professional development.
- Undertake any other duties as may be reasonably required to successfully fulfil the vision of the Trust.

Person Specification				
Qualities		Essential	Desirable	Measure
<b>Skills and Qualifications</b>	Degree in relevant subject (e.g. Sport)		✓	Application
	NGB Level 2 (or above)		✓	Application
	More than one Sport or Fitness Qualification		✓	Application
	Strong interpersonal skills and approachable to young people, staff and stakeholders	✓		Application & Interview
	Up-to-date Safeguarding and First Aid Qualifications	✓		Application
	Excellent planning, organisational & time-management skills	✓		Application & Interview
	Competent IT skills (including Microsoft Office)	✓		Application & Interview
	Ability to work under own initiative and meet timescales	✓		Interview
<b>Knowledge and Experience</b>	Relevant knowledge of educational and sport development pathways	✓		Application & Interview
	Knowledge of Further & Higher Education programmes	✓		Application & Interview
	Experience of engaging with young people in a youth setting	✓		Application & Interview
	Experience of working within a community focussed setting	✓		Application & Interview
	Achieving targets and KPI's around set deadlines	✓		Application & Interview
	Experience of presenting information to large groups	✓		Application & Interview
	Experience of delivering educational lessons, workshops and/or session plans.		✓	Application & Interview
	Experience of monitoring and evaluating projects		✓	Application & Interview
	Understanding of safeguarding, health and safety and equality principles, policies and procedures	✓		Interview
	Experience of data collection for monitoring and evaluation purposes.	✓		Application & Interview

<b>Other</b>	Full UK Driving Licence & access to a suitable vehicle for work	✓		Application & Interview
	Positive attitude to work & dedication to making a difference	✓		Interview

## GENERAL RESPONSIBILITIES

### ***Employee Relations***

To make suggestions to improve the working situation and contribute to positive employee relations within their area of work and Fleetwood Town FC as a whole.

### ***Health & Safety***

To take reasonable care for the health and safety of yourself and other employees and members of the public who may be affected by your acts or omissions at work.

To comply with all aspects of the Fleetwood Town FC Health and Safety Policy and Arrangements, to enable the Company to perform its civil and statutory obligations in relation to Health & Safety.

### ***Customer Service***

Identify and meet the needs of colleagues and our customers, focusing on initiating and welcoming contact and communication whilst striving to deliver first class customer service.

Recognise potential complaint situations and make effective steps to avoid and/or resolve these situations.

### ***Self Development***

To take responsibility for your own development and to help realize your own potential by undertaking any necessary internal or external training sessions in accordance with the Company's Performance and Development Review Policy.

### ***Team Work***

Ensure effective communication within your work team and across the Company whilst actively offering support and guidance as necessary.

### ***Equal Opportunities and Harassment***

To cooperate with measures introduced to ensure there is equality of opportunity in employment. To ensure understanding, awareness and compliance with the Company's Equal Opportunities Policies.

To ensure that the working environment is free of sexual and racial harassment and intimidation and any other form of harassment constituting unacceptable behaviour which is personally offensive.

**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 reasonably requested.**