



Job Role: Team Leader

Hours: This full time Team Leader position (37.5hrs per week) will be deployed at present to focus on **Junior provision (7 – 11yrs)**;
This includes a requirement to work regular evenings (typically 2 per week) and a weekend day to oversee relevant programme delivery (exact schedule to be agreed)

During school holidays we run a holiday programme which all Team Leaders and our delivery team members are required to contribute to.

Contract: Permanent Contract

Salary: £28,080 to £31,800 depending on experience

Overall aim of position:

To provide operational leadership within Carlisle Youth Zone, taking responsibility for the development and delivery of an outstanding youth offer and support for all Carlisle's young people.

About Us

We are Carlisle Youth Zone (CYZ), a charity set up to give young people the opportunity to discover their passion and their purpose.

We do this by giving young people from diverse backgrounds access to incredible facilities in a vibrant, purpose-built space packed with engaging activities, and the opportunity to make friends, develop new skills, unlock their potential and have fun. Beyond the amazing building, our greatest strength is our team of dedicated youth workers. Whether through a conversation, a project, a game or targeted support, CYZ provides life-changing support that helps local young people to thrive.

We opened in 2011 and currently receive around 1000 visits per week from young people across the city. The Youth Zone is a purpose built, £5 million building with facilities that include astro-turf pitches, 4-court sports hall, climbing wall, dance / drama studio, fully equipped gym, music room, and training kitchen. We are part of the OnSide Network, a growing group of 14 Youth Zones across the UK, developed by the charity OnSide all with the same mission, to provide young people with the opportunity to shine. Between us we support 50,000 young people nationwide.

Our vision is simple – *to provide a safe and fun place where the potential of young people is developed and fulfilled*'. Critically, we achieve this by working with others across Carlisle and beyond, building partnerships and sharing resources.

The Role

Each Team Leader post is responsible for offering leadership and delivery for a focused area of our core offer; Junior provision (age 7-11) or Senior provision (age 12+). Together, Team Leaders will also oversee aspects of our youth offer which span all ages, including (but not limited to) our inclusion offer, our projects, our trips and our holiday provision. This means making partnerships

to support recruitment and retention of members, line management, supervision and development of staff and volunteers involved in delivery, delivering and overseeing sessions to ensure they run smoothly and dealing with anything swiftly if it doesn't, being a key contact within CYZ for parents and guardians of young people attending, and contributing to the development and quality of programmes and activity.

The posts will be key members of the CYZ Operational Leadership Team and will require close working relationships with colleagues right across the organisation. The posts bring lots of scope for ideas and development, and offer a fantastic blend of practical delivery combined with leadership and influence.

The Successful Candidate(s)

You will have the energy and self-drive to ensure every young person attending has the best experience possible with us, with the flexibility to constantly evolve as the environment demands.

You will be creative and have the ability to engage with young people in a number of ways and be an excellent relationship builder. Young people engage voluntarily with CYZ, so you must be able to listen to young people and be responsive to what keeps them coming back.

You will be a great communicator and able to communicate on all platforms to assist with recruitment of members into your designated area of focus, dealing with any enquiries and representing CYZ at meetings as required.

You will be able to demonstrate excellent leadership of people and teams in a changing and complex environment. The team is the most important asset we have and it is essential they are given the time they deserve.

Experience of working with young people in some form is essential. You will be provided with sector and youth work specific training/coaching as needed.

What more can we tell you?

We keep our website up to date, so you can check out our news and details of our offer on there; <https://www.carlisle-youthzone.org/>

Please get in touch with Fiona.fergus@carlisle-youthzone.org or call 01228 516280 for an informal chat about the position.

Applicants are welcome to visit Carlisle Youth Zone for a tour whilst our Junior Club is running, please contact Fiona Fergus if this is of interest to you.

Job Description

- Line management, supervision and development of our team involved in direct delivery
- Relationship development and maintaining those relationships with key agencies (this may include schools, partner organisations, referral services etc)
- Recruitment of new members (for example delivering school assemblies, carousel events, open evenings; attending specific events such as jobs fairs, community events; and undertaking outreach work and pop-up sessions etc)
- Retention of our members – including working with youth voice and evaluating delivery to find out what members want and what will keep them attending

- Contact point for parents / guardians to respond to queries, follow up any behaviour / welfare concerns, and share positive feedback and achievements where a young person has excelled at something
- Responsibility for ensuring all our work is delivered in line with our policies and procedures including Safeguarding, Health and Safety, Equality and Diversity and quality standards. This includes acting as a safeguarding lead for work you are overseeing and attending relevant multi agency meetings as required to represent CYZ (full training can be provided in this area)
- Managing the planning, review and evaluation of our delivery - setting themes and topics, challenging and encouraging the team to come up with relevant, timely and new ideas and activities and ensuring projects are delivered to a high standard and timely evidence is provided for funders
- Take responsibility for overseeing the safe, fun and effective delivery of sessions (3 per week) - this involves ensuring all areas of the building are open and the activities being ran are high quality, exciting, fun, well organised, educational and safe
- Work with colleagues to ensure members are signposted as appropriate to appropriate services, such as Mentoring, Health and Wellbeing sessions, Inclusion Club and other specific projects related to funding and patronage.
- Provide cover for the other Team Leaders and deputise for the Head of Business Support and Operations as required.
- Any other duties within the scope of the role

Person Specification:

Attribute	Essential	Desirable
Knowledge & Experience	A passion for working with young people	A qualification in Youth Work or Youth and Community work
	Experience of working with young people both in groups and individually	Experience of working with young people facing disadvantage and/or with complex support needs
	Demonstrable successful experience of leading and motivating a team	Experience / knowledge of specifically working within one or more of our areas of focus (Junior, Senior, Inclusion provision)
	Health & Safety, Safeguarding and Diversity knowledge and how these relate to young people and managing people	
	Knowledge of methods and approaches of working with young people who may require targeted support and/or have complex support needs	
	Knowledge of the services and activities available for young people	
Skills & Abilities	Excellent communication, relationship building and interpersonal skills, both written and verbal	Driving license to be able to drive the CYZ car.
	Ability to develop good professional relationships with all young people, including disengaged and disadvantaged young people	
	IT skills and digital capabilities	
	Confident in managing groups of young people	
	Good organisational skills with the ability to think strategically and the flexibility to adapt to circumstances	
	Ability to work under pressure	
	Ability to work with initiative, enthusiasm and self-motivation	
Personal Qualities	Non-judgemental and inclusive approach to youth work	
	Ability to care about and be sensitive to both individual and community needs	
	Demonstrate a commitment to the values, principles and goals of CYZ	
	Willing and able to work evenings and weekends	
	A flexible attitude to work and a willingness to contribute to a variety of duties to ensure an efficient and effective service	

This post requires us to complete an Enhanced DBS check with a Children's Barred List check.

Holidays: 25 days plus 8 bank holidays

Pension: Eligible to join the CYZ Pension Scheme

Development: We strive for a learning culture at CYZ and this includes informal opportunities to grow and develop, as well as access to more structured or formal training opportunities as they arise

Application information

To apply, complete the application form and return it to personnel@carlisle-youthzone.org,

Closing date for all applications: 9am Monday 20 May

Youth Panel Interview: Thursday 23 May (evening time) or Saturday 25 May (day time)

Formal interview Panel: Thursday 30 May

Start date: Once DBS, 2 x references and right to work checks are returned.