



## ROLE PROFILE

**Post:** Youth Service Manager

**Hours:** Full time (37.5 hours per week)

The nature of this role will require working flexibly across the week. As a youth work provider, a significant proportion of our delivery commences from 3pm Mon – Fri and during weekends. This role will therefore require regular evening work (at least 2 evenings per week) and some weekend working to oversee relevant programme delivery (exact schedule to be agreed).

During school holidays we run a holiday programme which our whole delivery team, including Youth Service Managers, are required to contribute to.

**Salary:** £28,000 - £30,000 dependent upon experience

**Location:** Carlisle Youth Zone (CYZ)

### Overall aim of position:

*To provide operational leadership and management for the delivery of Carlisle Youth Zone's youth services in line with strategic and annual planning.*



Youth Service Manager(s) are key members of the CYZ Operational Leadership Team and need to foster close working relationships with colleagues across the organisation as well as with a wide range of external partners and stakeholders. The role(s) provides considerable scope for fostering new ideas and development, and offers a fantastic blend of practical delivery combined with leadership and influence.

### **Youth Engagement**

- To ensure delivery of a dynamic, fun and contemporary youth work programme that young people choose to take part in; universal Youth Clubs, Clubs within Club, Project nights, after-school programme, trips, residential, outreach, digital youth work
- To ensure the CYZ membership (currently 3000 young people) remains diverse and inclusive
- Engage new members (for example delivering school assemblies, events and open evenings and undertaking outreach work and pop-up Youth Club sessions)
- Retain existing members, including working with youth voice and evaluating delivery to find out what members want and will keep them attending
- Work with the Development Team to ensure the offer is well communicated to young people and key stakeholders

### **Youth Work Curriculum and Planning**

- To ensure that young people and their ideas contribute fully to the planning and delivery of the CYZ youth programme
- Advocate and lead rights-based youth participatory practice
- Manage the annual and termly planning and review of our delivery in line with the National Youth Work Curriculum – agreeing themes and topics, utilising the strengths of our team, maximising first-class facilities and resources, and enlisting the support of partners to enhance the offer
- Work with the Development Team to shape projects and opportunities which require funding and support

### **Safeguarding and Inclusion**

- Fulfil the role of Designated Safeguarding Lead (DSL) / Deputy Designated Safeguarding Lead (DDSL)
- Ensure all members understand who to and how to raise worries or concerns, and are clear on the standards of behaviour expected across the whole Youth Zone community
- Be a key contact point for parents / carers to respond to queries, follow up behaviour / welfare concerns, and share positive feedback and achievements
- Proactively prioritise opportunities and action with young people experiencing the impacts of poverty, discrimination, marginalisation, and/or injustice in our communities

### **Team Development**

- Contribute to recruiting and retaining a diverse and motivated team including staff, sessional staff, students, volunteers and partner agency colleagues
- Provide line management and supervision for allocated team members
- Ensure policies and practices are effectively implemented by all team members to ensure the organisation meets its all operational and strategic needs
- Promote a culture of learning and contribute to training, coaching and mentoring of team members

## Quality and Impact

- To work within the quality standards framework of CYZ and comply with all policies and procedures, with particular reference to safeguarding, codes of conduct, health and safety, and equity and diversity
- To facilitate feedback and review of our youth services, and the effective use of information and data to inform decision making and developments
- To work with the Development Team to ensure all monitoring, targets and impact measurement needs are fulfilled in a timely way and to high quality

## Community Development and Partnerships

- To represent the Youth Zone positively and proactively in network forums and groups
- To foster positive relationships with key agencies and partners, exploring areas for joint working where appropriate (this may include schools, community groups, arts and sports providers, referral services etc)
- To facilitate a broad range of partners and groups engagement and use of CYZ facilities / resources, so the maximum possible benefit for young people is achieved

## Work programme focus

CYZ currently has scope for three Youth Service Manager roles within the organisations structure. Aligned to the organisations strategic and annual planning, and drawing on the strengths and experience of each team member, Youth Service Managers will work together to ensure our youth services as a whole are of the highest quality and anchored in what young people tell us they want and need. Within this collective goal, each Youth Service Manager will lead a / a number of key portfolio areas of responsibility. Examples of portfolio areas include:

- Centre Based provision for 7 to 18 years olds (up to 25yrs with additional needs)
- Outreach programmes
- Detached Youth Work
- Digital Youth Work
- Partnership co-delivery and shared programmes and projects
- Mentoring programme
- Targeted Youth Engagement

An annual work programme will be agreed with each Youth Service Manager aligned to the organisations strategy and operating plan.

## PERSON SPECIFICATION:

In order to fulfil this busy and rewarding role we need driven, organised and ambitious people who can bring a balance of fun, energy and focus to a professional and thoughtful approach. We are specifically looking for people who can demonstrate the following criteria:

Attribute	Criteria
<b>Knowledge &amp; Experience</b>	JNC recognised Youth Work qualification or willingness (supported) to work towards

	Knowledge of contemporary youth culture and policy positions, and how these intersect with opportunities and challenges faced by young people
	Substantial experience of working directly with and alongside young people (both in groups and individually) in a range of contexts
	Experience in leading open-access youth services creating a safe and fun environment to deliver engaging opportunities for diverse youth demographics (ages 7 -18, and up to 25 with additional needs)
	Experience of engaging young people who are facing multiple disadvantage and/or are experiencing marginalisation
	Significant experience of leading, managing and motivating a team, including a blend of part-time, sessional and volunteer contributions
	Knowledge of safe working practices and associated legislation including Safeguarding, Health & Safety and HR
	Experience of multi-agency and partnership working
<b>Skills &amp; Abilities</b>	Excellent communication skills, relationship building and interpersonal skills, both written and verbal
	Strong organisational skills, with a structured approach that provides flex in responding to presenting need whilst retaining a focus on results and deadlines
	Robust people and project management skills, with the ability to deliver a plan-do-review cycle
	Ability to relate to all key stakeholders including young people, parents and carers, community members, partner organisations, funders and supporters
	Ability to show understanding and compassion for both individual and community needs
	Ability to synthesise information and data from a range of sources and translate for use in shaping practice and development
	Proficient IT skills and digital capabilities
	Ability to work with initiative, be self-motivated and ambitious for young people
<b>Personal Qualities</b>	A passion for working with young people and to contributing towards the vision and mission of CYZ
	A commitment to Rights-based Youth Participatory practice
	A proactive commitment to inclusivity and anti-oppressive practice
	A commitment to a One Team approach, with a willingness to contribute to a variety of duties to ensure CYZ runs efficiently and effectively
	Willing and able to work evenings and weekends

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