

JOB DESCRIPTION

Job Title	Youth Engagement Manager
Job Holder	
Responsible to:	Head of Informal and Community Education
Responsible for:	Youth Engagement Officer's

Main Duties:	The Youth Engagement Manager is responsible for managing the coordination and delivery of a high quality, safe and to specification youth engagement programmes for Foundation of Light. 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 Foundation of Light and it's funding partners.
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Responsibilities and duties specific to this Role:

- To develop and implement a project, recruitment and community engagement strategy to recruit and retain young people onto the youth engagement programme's.
- To achieve weekly and monthly targets as set out by the contract managing partner and/or Funding Organisation.
- Review recruitment data to monitor performance against overall targets and to identify and adjust approach where performance is under agreed targets.
- To develop and manage relationships with key stakeholders including Premier League Charitable Fund, Northumbria Police Crime Commissionaire, Schools, Colleges, Local Authority.
- Meet regularly with appointed partners to review current performance across all aspects of the youth engagement programme's.
- To understand and manage performance against contractual KPIs
- Develop partnerships that support recruitment and delivery of the youth engagement programmes
- To line manage and support the youth engagement 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
- Manage the requirements of the contract and communicate these to the staff team.
- Management of the programme expenditure and budgets
- Be responsible for the safeguarding of the young people, both participating and working on programme and be responsible for incident management
- Ensure appropriate Risk Assessments are undertaken and be responsible for programme Health and Safety matters
- To be the main point of contact for both programme stakeholders or Quality Assurance visits
- Attend regional and national meetings and contribute to best practice sharing across the partner network.
- Identify key areas of best practice and areas for development within Youth Engagement delivery to ensure the continuous improvement of the programmes
- Lead on the development of the Youth Engagement programme delivery timetable, ensuring all submission deadlines are adhered to.
- Ensure the Programme Quality Framework and agreed timetable is embedded throughout the delivery.
- Oversee the recruitment and training of casual delivery staff ensuring contractual safer recruitment is adhered to and that the staff are performance managed and supported.
- Manage delivery staff rotas to ensure staffing ratios and adequate rest periods are adhered to

- Liaison with wider Foundation of Light Inspires team and ensure effective cross-department working

Administration and M&E responsibilities and duties:

- Work within the established administrative and financial systems to ensure smooth running and quality of projects
- Submit regular programme tracking data including but not limited to; attendance, achievement, retention, success and learner progress against qualifications/personal aims
- Attend and positively contribute to programme standardisation meetings
- Complete relevant administration for partner agencies as required
- Produce accurate ad hoc reports as requested
- Answer internal and external queries in relation to your role in a timely and professional manner
- Ensure third party agreements, service level agreements, risk assessments, lesson files and session plans are up to date, in place and signed where relevant
- Ensure databases are updated on a regular basis with correct information
- Contribute to monthly reports (including dashboards), quarterly pro-v-act statistics, traffic lights and development plans
- Contribute to the Self-Assessment process and work to the agreed objectives for your team and the organisation
- Ensure effective assessment of learners on programme and high-quality document retention evidencing assessment and progress of learners.

Development/Donor responsibilities and duties:

- Contribute to the processes of forward planning and development of programmes.
- Identify PR opportunities and case studies
- Undertake market research and customer/participant surveys
- Develop high quality schemes of work and lesson plans, sharing best practice in delivery in support of developing staff at the Foundation of Light
- Complete all paperwork and returns accurately and on time for funders and contract suppliers
- Build strong and lasting external business relationships with partners, donors and agencies
- Identify and source new opportunities
- Keep up to date with relevant developments in your curriculum area, geographic location and the third sector
- Ensure targets are met and programmes are on budget
- Support the objectives and aims of the Foundation of Light, and associated companies as relevant, as provided in the Business Plans
- Contribute to funding applications as required
- Attend relevant training and good practice events
- Organise and/or deliver Foundation events

Delivery responsibilities and duties:

- Deliver sessions in line with lesson plans and the requirements of the programmes, ensuring the timetable is serviced at all times
- Deliver holiday, evening and weekend sessions as required by the timetable
- Provide a high-quality, excellent customer/participant experience
- Follow accreditation and progression pathways as defined

Behaviour and Professional responsibilities and duties:

- Maintain working practices in line with Foundation of Light Equality and Diversity, Health and Safety and Safeguarding policies; self-awareness of own responsibility in these areas
- Ensure regulatory and legislative requirements are met at all times
- Conduct should reflect the Staff Behaviour Policy (Code of Conduct); uphold Foundation core values (as shown below) at all times
- Maintain the highest level of professionalism and confidentiality.
- Attend working groups and CPD session as required
- Build strong internal relationships
- Work in collaboration with colleagues to achieve the end goal



- Ensure positive organisational messages and culture are maintained
- Contribute to good housekeeping across all Foundation sites and equipment
- Follow the laid down policies and procedures at all times

FOUNDATION OF LIGHT CORE VALUES
We work as a team We are professional We are proud of what we do and dedicated to achieving our goals We are progressive and forward thinking We are fully committed to achieving the best for our customers and communities We are passionate and enthusiastic

Please note - you may also be required to carry out other tasks, not listed, to assist in the efficient operation of our business. At all times you will be required to act in accordance with company policies, follow departmental procedures and maintain the highest level of confidentiality.

Acceptance of the job description by the Employee:

Signed

Print Name

Date

DRAFT

PERSONAL SPECIFICATION

Requirement	Essential (E) or Desirable (D)
Skills:	
Coaching	D
Mentoring	E
Informal tutoring	E
Delivery of assemblies to wide audience, strong presentation skills	E
Networking with customers and contacting schools	E
Communication, oral and written	E
Planning and control	E
Team work	E
Work on own initiative	E
Interpersonal	E
Conflict handling and resolution	E
Creativity and imagination relevant to the workplace	E
ICT and administration	D
Ability to work under pressure and to tight deadlines	E
Application and funding bid writing	D
Group work facilitation	E
Multi-tasking	E
Managing people	N/A
Qualities:	
Commitment	E
Flexibility	E
Honesty and trustworthiness	E
Motivation and enthusiasm	E
Patience and diplomacy	E
Persistence in the workplace	D
Determination to succeed and meet targets	E
Commitment to equality and diversity, safeguarding and health and safety	E
Flexible approach to working hours	E
Knowledge:	
A knowledge and understanding of group and targeted youth work	D
Experience of working with young people, particularly 8-18-year olds, and classified as vulnerable young people	E
Experience with data management	D
Safeguarding	E
First Aid	E
An understanding of the issues faced by young people	E
Understanding:	
Delivery of exceptional customer service	E

Of the levels, abilities and ages of participants worked with	E
Of the need to work flexible hours to meet the needs of the charity	E
Commerciality	D
Workplace behaviours and conduct	E
Qualifications (or recognised equivalent):	
Minimum of two years working in the youth sector	E
Coaching:	
Planning and working to budgets	E
FA Coaching Level 2	D
Meeting targets in the workplace	D
FA Coaching Level 1	D
Monitoring and evaluation mechanisms	D
AFPE qualification	D
Proven project management experience.	E
Teaching:	
People management experience, in-particular	E
Teaching/tutoring qualification/L4	D
Other:	
Management of a multi-disciplined team in a youth work environment.	
First Aid	E
A proven track record of managing relationships and partnerships and the ability to communicate with people	E
Driving Licence	E
ICT at Level 2	D
at various levels.	
GCSE Mathematics and English at grade C or above	D
Youth Work Level 2	E
Safeguarding	E