



\*This is a 4 page document

<b>Job Title:</b> NCS Recruitment and Engagement Officer
<b>Directorate:</b> Huddersfield Giants Community Trust
<b>Business Unit/Section:</b> NCS
<b>Responsible to:</b> Katy Stockdale

## Overall Purpose of Job

Huddersfield Giants Community Trust based at the Zone in Huddersfield have been commissioned to deliver The National Citizen Service (NCS) programme through English Football League Trust. The NCS programme offers 16 and 17-year-olds from different backgrounds the opportunity to build skills for future work and life. The scheme aims to bring young people from different backgrounds together to develop greater confidence, self-awareness and responsibility. It encourages personal and social development by working on skills such as Leadership, Teamwork and Communication. The skills learned through voluntary social action are widely documented to have a positive impact on the employability skills of a young person.

## Main Responsibilities

- Building and maintaining effective relationships with schools, teachers and other youth led organisations.
- Co-present our recruitment strategy, and selling the NCS program's to mainstream and alternative provision settings.
- Excite and persuade Young People to sign up to NCS through presentations in assemblies, PSHCE classes, dinner time and after school sessions/ follow up phone calls.
- Attending parents' evenings and community fairs to support recruitment.
- Bringing new and innovative ideas of engaging with Young People, building stronger links locally and promoting the NCS within Huddersfield.
- Working with Core Team, to analyse data to prioritise Engagement activity and maximise opportunities to reach Young People.
- Delivering a local strategy for the Huddersfield geographical area to work in conjunction with the NCSTRUST Customer Journey
- To hit annual targets and manage attrition.
- Efficient management of Salesforce data system.
- Supporting in all departmental administration tasks, vital to the delivery of NCS programs.
- Leadership of the Local Action Group sessions, delivering the extension model to Young People and adhering to contractual expectations.
- Maintain records of recruitment resources and all equipment used for programme (such as printed material, making all orders, games and equipment), and location of venues (including timings, point of contact, space available and equipment required).
- Working with The Core Team, to support the preparation and filing of generic but adaptable recruitment resources, such as PowerPoint presentations, information for senior leaders, governors, parents and young people. Including the logistics of social action projects.
- To assist in the preparation and events of pre-engagement and graduation.
- To support delivery seasonally, on programmes assigned
- To attend regional and National training paramount to CPD within your job role.
- To deliver a strong customer journey for young people from sign up to extension phase

## Knowledge Skills and Experience required

### Essential Attributes

- Educated to GCSE level or equivalent
- Ability to initiate, build rapport and manage relationships with young people, parents/ guardians and teachers; and build gravitas with senior stakeholders.
- Ability to deliver assemblies and present persuasively to large groups of young people and parents
- Excellent listening skills and ability to understand customer needs
- Exemplary telephone and face-face verbal communication skills in group or individual settings
- Assertiveness, resilience and confidence to achieve targets
- Excellent written communication skills
- Excellent project management, time management and personal organisation skills
- Perseverance to prompt and assist young people and parents/ guardians through a detailed and sometimes complex sign up process
- Knowledge of Safeguarding
- Ability to work under pressure in a fast-paced environment
- Ability to hit targets and manage attrition
- Strong MI data system skills

### Desirable Attributes

- Able to work collaboratively with people on projects across various departments and locations.
- Advanced excel skills to determine and produce statistical data.
- NCS experience.
- Experience with schools and colleges in Huddersfield.
- Comprehensive experience of Salesforce.

## Contacts and Relationships:

To be able to work effectively with colleagues and be a team player, to uphold a professional image towards parents, young people and other members of the public.

As the work will involve substantial access to young people all successful applicants will have to provide satisfactory DBS disclosure at the enhanced level of their suitability to work with children before an appointment.

## Work Environment

### Work Demands:

- Hours of work will be 37.5 hours per week.
- Salary £18,000 - £20,000 (6-month probationary period, performance review, 12-month contract with the view to extend.)
- All staff are expected to telephone the NCS Manager as soon as possible on the first day of sickness if they are unable to attend.
- To arrive at the designated premises in time to prepare for the commencement of the activities.

### Additional Demands:

- Office Based in Huddersfield at Huddersfield Giants Community Trust. May occasionally be offered to work from home.
- Travel will be required.
- Programme delivery will be required.
- Admin support will be required.

#### *Note:*

Post holders will be expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility. This job description is provided for guidance only and does not form part of the contract of employment.

Please apply by sending your C.V and covering letter to [katy@hgct.co.uk](mailto:katy@hgct.co.uk), by Wednesday 17<sup>th</sup> of March, interviews to take place W/C 22<sup>ND</sup> of March.