



<u>Job Title:</u> NCS Sales Coordinator	<u>Directorate:</u> Huddersfield Community Trust
<u>Post Number:</u>	<u>Division:</u> The Zone
<u>Responsible to:</u> Katy Stockdale	<u>Business Unit/Section:</u> NCS

Overall Purpose of Job:

Huddersfield Giants Community Trust based at The Zone in Huddersfield are commissioned to deliver The National Citizen Service (NCS) program. The NCS program 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 like leadership, teamwork and communication.

Main Responsibilities:

- Building and maintaining effective relationships with schools, teachers and other youth led organisations.
- Development, and organisation of members of core team in line with the recruitment and sales strategy.
- Responsibility in managing the process from a young person expressing an interest on the NCS program, to participation.
- Management of persuading young people to sign up to the NCS through presentations in assemblies, PSHE classes, dinner time and after school sessions and follow up phone calls.
- Responsibility of engagement from young people signing up to attending program. Face to face, social media, phone calls and parents' evenings.
- Bringing new and innovative ideas of recruitment and engagement with young people, building stronger links locally and promoting NCS within Huddersfield.
- Responsibility of running reports, analysing data and measuring targets in line with our contract.
- Defining and leading a local strategy for the Huddersfield geographical area to work in conjunction with the national marketing strategy.
- Oversee on- going training and development within the sales team.

- To manage reports on recruitment progress and statistics on EOI to sign up process. To report weekly to NCS Manager.
- To hit annual targets and manage attrition.
- Quality assurance through E.G attending assemblies, meetings, and parent information evenings to evaluate and address sales performance.
- Maintain records of recruitment resources and all equipment used for program (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 manage the preparation and events of pre-engagement and graduation.
- Manage MI reporting via the NCS national salesforce reporting system.
- To lead on delivery, kick off mornings
- To attend regional and national meetings in support of the NCS Manager and job role.

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 manage a team.
- Previous managerial experience minimum 1 year.
- Good NCS knowledge.
- 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
- Motivated to work towards targets and ability to analyze success and failure
- 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
- Ability to work under pressure in a fast-paced environment
- Ability to hit targets and manage attrition

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
- Salesforce and MI reporting experience.

Contacts and Relationships:

To be able to work effectively with colleagues, be a team player and 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 check.

WORK ENVIRONMENT

Work Demands:

- Hours of work will be 37.5 hours per week.
- Salary £20,000
- £1000 annual bonus in February dependant of contractual targets being met, and based on performance of job description.
- To arrive at the designated premises in time to prepare for the commencement of the activities.

Additional Demands:

- Office Based in Huddersfield at the Zone
- Travel will be required
- Programme delivery/support will be required including residentials
- 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.

The deadline for Applications Is Friday 6th of August, if your application is successful, interviews will be held, W/C 9th and 16th of August.