



**Job Title:** National Citizen Service Manager

**Directorate:** Huddersfield Giants Community Trust

**Division:** The Zone

**Responsible to:** Katy Stockdale

**Business Unit/Section:** 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:**

- Plan and deliver high quality NCS provision and programs
- Oversee the delivery of all components of the program curriculum, driving a high-quality standard of delivery throughout
- Manage and coordinate a staffing team
- Oversee the NCS recruitment strategy in line with contractual expectations
- Build and maintain effective working relationships across Huddersfield, to enhance program delivery and social action partnerships.
- To maintain key stake holder relationships, vital to the success and flagship status of the NCS program in Huddersfield
- To work alongside the senior management team in budget management in accordance to NCS contract and finances
- Work closely with the EFL Trust Performance Management Partner to ensure all contractual compliance is delivered to the highest possible standard.
- Lead on safeguarding protocols and compliance in accordance to local and national policy and procedures
- Recruit staff to deliver the program in line with Huddersfield Giants Community Trust safer recruitment strategy
- Work with families, participants, and external services to ensure all participants needs have been identified and their experience on NCS is safe, inclusive and rewarding.
- To maintain accurate records which measure the impact of delivery, including written reports and case studies ensuring all required data is collated for the monitoring and evaluation of the project

- Management of virtual, local, and residential delivery of the program, including social action and the changemakers program.
- To attend related networks, meetings and NCS events, supporting partnership and sharing good practice
- To ensure equality, diversity and inclusion expectations are met in conjunction with HGCT policy and procedures
- To manage the logistics of all NCS program delivery
- To work along NCSTRUST and EFLT to effectively promote, and market the NCS program throughout Huddersfield.

### **Knowledge Skills and Experience required**

#### **Essential attributes**

- Passion for working with young people, and upskilling the future generation
- Educated to GCSE level or equivalent
- Robust safeguarding knowledge and experience
- Ability to carry out Health and Safety Management
- Ability to initiate, build rapport and manage relationships with young people, parents/ guardians and teachers; and build gravitas with senior stakeholders.
- Previous managerial experience minimum 1 year.
- Good NCS knowledge.
- Excellent ability to build and sustain relationships
- 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 lead a team effectively to a shared goal
- Excellent written communication skills
- Excellent project management, time management and personal organisation skills
- Experience in recruitment of staff
- 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
- 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 when representing NCS and |Huddersfield Giants Community Trust
- As the work will involve substantial access to young people all successful applicants will have to provide satisfactory DBS checks with Huddersfield Giants Community Trust.

### **WORK ENVIRONMENT**

#### **Work Demands:**

- Hours of work will be 37.5 hours per week.
- Salary £24,000- £27,000
- 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
- Program delivery/support will be required including residentials including on call

#### **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 3rd of September.