

The Academy of Youth Ltd

Job Description

Job title: Director of National Citizen Service (NCS) Delivery

Reports to: Chief Executive of UFA

Salary: £48,000 – £52,000 per annum depending on relevant achievements and experience. Plus a company car.

Main purpose of the role:

To lead and develop the delivery of UFA's NCS contracts, to ensure compliance, maintenance of UFA's quality standards and achievement of contractual delivery targets and positive outcomes for young people.

Main duties and responsibilities:

Key Responsibilities

1. To work to deliver a highly effective customer journey and sales process to ensure that contracted number and required numbers for the budget are delivered.
2. To further develop processes and standards for UFA NCS curriculum, training, workforce development and delivery to ensure we deliver best practice across all local areas to meet NCS Trust and UFA quality standards.
3. To oversee the effective management of staff, resources and contracts in line with NCS contracts and UFA policies.
4. To form part of the on-call system during delivery periods.

Delivery Responsibility

5. To work with the central and local delivery team staff to develop a strategic delivery plans for each area to meet delivery targets.
6. To provide direction for the NCS senior staff, monitoring performance against targets, reviewing activity, costs and outcomes to ensure that all contractual targets and key milestones are achieved.
7. To ensure the monitoring and evaluation framework effectively measures the outcomes of the NCS programme, which can be used to inform future delivery and support the tendering process.
8. To establish and maintain effective working relationships and communication systems within the NCS central and local delivery teams, between delivery teams and with the Prime contract holders; to share and disseminate best practice, involve and inform employees.
9. To undertake line management responsibility for the NCS senior team, Head of Programmes, Head of Quality and Effectiveness and Head of Young Peoples

Recruitment. monitoring performance, reviewing activity, costs and outcomes to ensure all agreed targets and milestones are achieved.

10. To ensure effective and robust recruitment and selection procedures are in place across the NCS staff delivery teams to meet all contractual resource requirements.
11. To manage the development of effective reporting frameworks, administration and systems for NCS contracts to ensure that the reporting and submission requirements of the Prime Contract Holder, UFA quality standards and delivery targets can be met.
12. To form part of the design and delivery of the on-call rota during NCS delivery. This will be on call and certain pre-arranged times during delivery.
13. To manage the overall finance and budgets for the delivery of NCS contracts, ensuring they remain within budget; identifying any areas of risk or non-compliance and take immediate remedial action to minimise the risk to the UFA.
14. To offer a high standard of customer service to both internal and external customers, providing appropriate and accurate information, while demonstrating a professional, helpful and positive manner.
15. To ensure that all activities operate within the UFA policies and procedures and subscribe to the philosophy, principles and practice of UFA and its quality standards.
16. To contribute to the development of policy and procedures ensuring that all documentation, records and systems are accurate and kept up to date.
17. To support and deputise for the CEO of UFA as and when required.
18. To carry out such other duties as are within the scope and spirit of the job purpose, the title of the post and level of responsibility and offer support to others when required.
19. Manage ad hoc projects and data requests. Liaise with and coordinate technical and non-technical expertise to deliver the most efficient processes for the team and a high-quality experience for the customer.
20. Ensure the best practice strategy, tactics and compliance procedures are implanted across NCS departments and teams.
21. To lead on liaison with the prime contractors at strategic level.

Skills and experience Essential

- Excellent project management skills.
- Experience of the NCS programme and contracting environment.
- Extensive line management experience.
- Ability to analyse quantitative and qualitative data to provide both clear points of action and performance forecasts.
- Experience of operational performance management, including precise tracking and reporting.
- Experience of annual or long-term planning.

- Ability to understand & resolve complex problems and articulate them simply.
- Excellent written and verbal communications skills, with an ability to liaise effectively across multiple departments and with senior stakeholders.
- Resilience and tenacity in order to manage conflicting tasks and meet tight deadlines. Outstanding IT skills, particularly in Excel. Desirable Previous experience in an NCS (or similar organisation) operational management role.
- Experience of a significant change management project.
- Experience of using Salesforce. Experience of planning and/or delivering training.
- Experience of writing and delivering improvement plans.
- Proven track record' of managing complex contracts

Equal Opportunities Statement

The AoY is committed to a policy of equality of opportunity in its employment practices.

Safeguarding Statement and Requirements

UFA is committed to safeguarding and promoting the welfare of young people taking part in the programme. We expect all staff to share this commitment.

As part of this commitment to provide a safe environment for our young people, we require all candidates to return a satisfactory enhanced Disclosure and Barring Service (DBS) certificate. UFA will assist the application and for the processing of, a new DBS for staff members where required.

We also require two satisfactory references, including your current or last employer. Referees can be employers or anyone to whom you are known in a professional or academic context.

Criminal Record Disclosures

We recognise the contribution that former or ex-offenders can make as an employee; a person's criminal record will not in itself, debar that person from being appointed to this post. Candidates will be given an opportunity to provide us with information on their criminal record. This information will be handled sensitively. Suitable applicants will not be refused posts because of offences which are not relevant to the role and which do not make them a risk in the role for which they are applying. If you would like to speak to someone in confidence about declaring a criminal conviction or disciplinary sanction please contact pevans@ufa.org.uk, Designated Safeguarding Officer.