



The Academy of Youth Ltd

Job Description

Job title: NCS Regional Contract Officer

Reports to: NCS Regional Contract Manager

The UFA is an educational charity raising young people's aspirations and achievements by improving confidence and self-belief through exciting and memorable educational experiences is at the heart of what we do. UFA provides real opportunities for young people to develop their leadership whilst making a positive difference for others, through social action. We have an unshakeable belief in the power of young people to create a tomorrow that is better than today. Since 1996, we have worked with over 750,000 young people and 6,000 adults in multiple regions, to deliver inspiring programmes for all. The UFA delivers programmes, inspiring young people and adults that support them to become confident individuals, successful learners and responsible leaders in their community.

Main purpose of the role:

To work as part of a team delivering NCS to a Contract Package Area (CPA) including recruitment of young adults, recruitment of staff, organising and delivering outstanding programme content, and especially gold standard customer service to all young people and parents. Exceeding minimum contractual KPIs and maximising cost-effective working. Ensuring safe and positively impactful NCS delivery within the CPA.

Main duties and responsibilities:

1. To work as part of a team recruiting and engaging young people (and their parents) into the NCS customer journey – including assemblies, parents-evenings, bag drops, keep warm events etc.
2. To work as part of a team developing and delivering NCS programmes across the CPA, ensuring programme activity complies with contract requirements and is delivered to UFA quality standards. Graduate engagement would also be part of this engagement work.
3. To support in the recruitment, induction and management of team leaders, team assistants and volunteers in preparation for and during delivery in line with UFA guidelines and standards.
4. To support the UFA Contact Centre team with their telephone and on-line engagement of young adults and parents
5. To work within the regional team to co-ordinate and support programme logistics, including venues, transport and resources for delivery within budget.

6. To work within the regional team to develop and maintain links with local business and organisations to generate support and sponsorship in kind for the social action projects.
7. To work within the regional team to ensure high quality social action projects for young people and co-ordinate the graduate activity.
8. To work within the regional team with both individual and shared Responsibility for the management and maintenance of the CRM to ensure that all recordable processes are tracked and ensuring supporting MI and auditable evidence can be submitted accurately.
9. To work within the regional team ensuring accurate collation, timely reporting and auditing of all programme records, ensuring that the record-keeping and financial administration is accurate and data is collated and submitted on schedule in accordance with the Prime Contract holder's requirements.
10. To develop and maintain effective working relationships and communication links with the Prime Contract holders, local delivery partners, educational establishments and the wider UFA.
11. To develop and maintain a thorough knowledge of the UFA NCS curriculum to ensure the programme is delivered to the quality standards set out in the delivery programme.
12. To represent the UFA and NCS at a range of events in order to promote and raise awareness of the work of NCS and the UFA with young people, schools and other organisations.
13. To work collaboratively and supportively with all colleagues; playing a significant role in a high performing local team, as well as national team; harmoniously working with both manager and colleagues.
14. To offer a high standard of service to both internal and external customers, providing appropriate, accurate information and demonstrating a professional, helpful and positive manner.
15. To ensure that all activities operate within the AoY policies and procedures, in particular child protection, health and safety and equal opportunities and subscribe to the philosophy, principles and practice of the AoY its quality standards.
16. To adhere to policy and procedures ensuring that all documentation, records and systems are accurate and kept up to date.
17. To ensure that all activities within the CPA are as environmentally sustainable as possible within performance limitations (e.g. reducing use of paper, encouraging car sharing).

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.

Special Conditions

The post holder will be expected to undertake duties outside normal school hours, during school holidays, at weekends and in the evenings. The post holder must own or have access to a car, valid driving licence and business insurance.

National Citizen Service (NCS)

The NCS is the government's flagship youth programme for 15- to 17-year olds, launched nationwide in 2013. Over 500,000 young people have participated in NCS since it began, contributing millions of hours of social action in the process.

Participants experience residential activities away from home and team-based skill building sessions, before developing their own Social Action Project designed to benefit their local communities. The programme runs for three or four weeks (weekdays) in the summer and in a condensed version at other times during the year. NCS aims to create a more cohesive, engaged and responsible society.

Person Specification

Knowledge and Experience

- Relevant experience in an organisation that delivers services to young people, particularly those outside of school/college settings
- Experience in engaging and working with young people; particularly with recruitment to NCS programmes, and the delivery of those programmes
- Track record of exceeding KPI's.
- Experience of working within a high performing team.
- Understanding of safeguarding and health and safety.

Skills and Abilities

- Excellent communication and presentation skills, highly articulate in a range of situations
- Strong interpersonal skills, able to work effectively with a wide range of individuals and organisations.
- High level of personal organisation and time management
- Able to work under pressure and balance conflicting demands and priorities
- Strong resilience skills, ability to thrive and adapt under pressure, and manage workloads of the whole team during any spikes in workload.
- Proactive planning ability
- Able to adapt to a changing environment with a positive "can do" attitude
- Ability to use CRM systems, and standard Microsoft packages.

Training

- To undertake appropriate training and development in connection with the post.

Other

- A commitment to working with and improving learning for young people.
- Driving licence, business insurance and access to a suitable vehicle
- A commitment to sustainability and environmental impact limitation
- A commitment to equality and diversity

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 the UFA Designated Safeguarding Officer.