

Essex Boys & Girls Clubs

Supporting young people since 1939

www.essexboysandgirlsclubs.org

Harway House, Rectory Lane, Chelmsford CM1 1RQ

T: 01245 264783 Registered Charity Number: 301447



WE ARE RECRUITING FOR an NCS Operations Manager

Position Title: NCS Operations Manager

Reporting To: Essex Boys and Girls Clubs Assistant Director

Location: Chelmsford office. Some travel to other offices and regions will be required on occasion.

Salary: £28 - £30k pa (Pro Rata) – depending on experience.

Overview of the role

National Citizen Service (NCS) is an once-in-a-lifetime opportunity open to 15, 16 and 17 year olds across England. It is a unique programme mixing fun, discovery and challenge; designed to build confidence and prepare young people for their journey into adulthood.

The NCS Operations Manager will be responsible for driving and maintaining strong performance and service delivery of the NCS programme in Essex. The post holder will be responsible for ensuring that contracts are high performing and profitable across their region. This will be done through regular reviews of performance against contractual and financial targets with the Essex Boys & Girls Clubs management team. The successful candidate will need to be creative and innovative exploring different approaches and solutions to any performance or operational challenges.

Job Specification

LEADERSHIP AND PERFORMANCE MANAGEMENT

- Implement, manage and oversee NCS programme delivery
- Line management of NCS programme phase leads
- Recruitment & management of seasonal temporary delivery staff to ensure a high quality NCS programme is delivered
- Liaise with Essex Boys & Girls Clubs recruitment team and external stakeholders to ensure recruitment of young people to our NCS programme is successful
- Plan and oversee a clear and high quality customer journey including pre-programme for all young people and parent / guardians to maximise turn ups and completions
- Effective performance management of region ensuring KPIs are achieved
- Analyse performance data, identifying potential risks or trends and propose/implement solutions to maintain and exceed performance expectations
- Provide the Essex Boys & Girls Clubs management team with accurate forecasting and performance data on a weekly basis
- Where required, create and lead on the implementation of performance improvement plans; applying innovative approaches to performance challenges and ensuring the required actions are completed in line with expectations

FINANCIAL

- To engage with the Essex Boys & Girls Clubs management team to plan and implement the NCS budget.
- Lead on access fund requests for young people who need additional support to participate in NCS

PROTECTION

- Ensure all staff members receive adequate safeguarding and incident management training.
- Meet all legislative and relevant regulatory requirements.
- Meet all contractual guidance requirements and ensure strong control systems are in place to effectively manage risks.
- Ensure Essex Boys & Girls Clubs policies and frameworks are understood and followed.

INFORMATION SECURITY

Ensure all NCS staff within Essex Boys & Girls Clubs complies with Essex Boys & Girls Clubs policies relating to Information Security and Data protection, specifically to:

- Protect all information assets from unauthorised access, disclosure, modification, destruction & interference
- Treat the security of all information assets according to their designated information security classification
- Ensure that they only access information assets that they are authorised to access
- Adhere to the procedure for reporting any security weakness or event
- Commit to, and participate in, personal development of information security awareness & knowledge
- Comply with all laws and contractual obligations regarding the protection of data

ADDITIONAL INFORMATION

Due to the nature of this role we will require a candidate who can be flexible. Some evening, weekend and residential work will be required to attend programme and young person / parent / guardian events.

A full clean UK driving license and access to a car is essential.

Candidates must be 18 and over.

As we work with Young People, all staff are subject to pre-employment checks, including enhanced DBS and reference checks.

In addition to being part of a fun, dynamic and challenging workforce, we are proud to offer an attractive benefits package including contributory pension to eligible employees and discretionary bonus scheme.

About the Charity

Essex Boys and Girls Clubs was founded in 1939 and is a registered charity providing a variety of activities, training, opportunities and support for over 130 member clubs and the young people that attend them. The organisation's main office is in Chelmsford with additional centres Layer Marney Outdoors – Colchester, the High Row Centre in the Lake District and Maes Y Lade in the Brecon Beacons. These centres are used to deliver many of the programmes. EBGC also delivers project work in schools and to groups of young people outside of the club network when applicable.

Our Mission is to provide a high quality service to our affiliated clubs, their membership and other users of our services, with excellent activity opportunities for the diverse community. We aim to create opportunities for young people to realise their potential.

Our Vision is to raise the levels of participation by young people in our activities and to offer an attractive, safe, welcoming and encouraging environment for young people to achieve their own personal aims.

Equal Opportunities

Essex Boys and Girls Clubs is committed to a comprehensive policy of equal opportunities in employment in which individuals are selected, trained, appraised, promoted and otherwise treated on the basis of their relevant merits and abilities and are given equal opportunities within the organisation. No job applicant, employee, client, or young person will receive less favourable treatment on the grounds of race, colour, nationality, ethnic or national origins, gender, marital status, sexuality, pregnancy and maternity and gender reassignment, disability, religion, political belief, socio-economic background, parental status, age or club membership. The organisation is committed to a programme of action to ensure that this policy be fully effective.

Safeguarding Statement

EBGC is committed to safeguarding and protecting the young people that we work with. As such, all posts are subject to a safer recruitment process, including the disclosure of criminal records and vetting checks. We ensure that we have a range of policies and procedures in place which promote safeguarding and safer working practice across our programmes.

Employment Screening

Only applicants who have the right to work in the UK or have a valid visa or work permit for a minimum of 6 months at the time of application will be considered for this role

To apply: Please apply by sending your CV and cover letter

To:- Kevin Bowers
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Harway House
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Chelmsford CM1 1RQ

Email :- kevinb@essexboysandgirlsclubs.org

Deadline: Friday 28th February 2020

Interviews: W/C 2nd March 2020