



**Job Role: Brentford FC Community Sports Trust – National Citizens Service (NCS) Manager**

Job Title	NCS Manager
Department	Education
Location	Brentford
Accountable to	Education Manager & Deputy Education Manager
Contract	Full time
Salary	£31,000 – £35,000

Brentford FC Community Sports Trust (BFCCST) is looking to recruit a highly motivated individual to lead development of our new NCS Programme, ensuring it becomes a key core component of our local offer for young people. The successful candidate will have the drive, determination and passion to change the lives of our young people, is educated to graduate degree level or equivalent and has a proven track record of successful delivery of the NCS programme.

**Purpose of the Role:**

NCS Manager is responsible for managing the delivery of a high quality NCS programme ensuring it meets the requirements and delivery schedule as set out by the NCS Trust and partners. The role will include managing and developing a team of staff to ensure effective programme delivery, managing recruitment of young people on to the programme, leading on the design of the BFCCST’s NCS programme, managing recruitment of seasonal staff and delivering the NCS programme for cohorts in every season across BFCCST’s specific delivery areas of London Borough of Hounslow, Ealing and Richmond.

**Main responsibilities:**

1. Manage high quality planning and delivery of the BFCCST NCS Programme.
2. Effectively manage a team of FT and PT staff to achievement of all key targets as detailed in the agreed delivery schedule.
3. Develop and implement a project, recruitment and community engagement strategy to recruit and retain young people on to the NCS programme.
4. Design, plan and assist delivery of an innovative programme of activities covering all NCS phases of the Summer and Autumn programme.
5. Achieve weekly and monthly targets as set out by the contract managing partner and/or Funding organisation.
6. Develop and manage relationships with key stakeholders including EFLT, NCS Trust, schools, colleges, local authority and voluntary sector organisations.
7. Review recruitment data to monitor performance against overall targets and to identify and adjust approach where performance is under agreed targets.
8. Be the key lead between BFCCST and the commissioning body (English Football League Trust – EFLT) and NCS Trust – being responsible for all Health & Safety, Safeguarding & Quality Assurance.
9. Meeting regularly with appointed EFLT Performance Manager to review current performance across all aspects of the NCS programme.
10. Understand and manage performance against contractual KPIs.
11. Develop partnerships that support recruitment and delivery of the NCS programme.
12. Line manage and support the BFCCST NCS team, setting, reviewing and monitoring team and individual targets and objectives in line with those flowed down by the Managing Partner and/or Funding organisation.
13. Manage the requirements of the contract and communicate these to the NCS staff team.
14. Management of the programme budget and expenditure in line with programme targets & BFCCST financial processes.
15. Be responsible for the safeguarding of the young people, both participating and working on the programme.
16. Responsibility for and main point of contact for Health & Safety, Quality Assurance and Incident management.
17. Manage reporting and evaluation of the programme in line with agreed contract requirements.
18. Attend all regional and national meetings and contribute to best practice sharing across the EFLT network.





19. Lead on development of the NCS programme delivery timetable, ensuring all submission deadlines are adhered to.
20. Ensure the NCS Programme Quality Framework and agreed timetable is embedded throughout NCS delivery.
21. Oversee the recruitment and training of seasonal delivery staff ensuring contractual safer recruitment is adhered to and that staff are managed and supported.
22. Support development of staff team through internal and external training.
23. Work with other BFCCST Managers to develop pathway for referrals and NCS sign up of young people from across other BFCCST projects.
24. Work alongside BFCCST Education Managers to identify additional support funding / in kind funding to enhance the programme.
25. Any other reasonable duties and responsibilities considered appropriate by Education Manager/Deputy Manager or BFCCST Senior Leadership team.

### Skills & Competencies:

(E) - Essential (D) - Desirable

#### Education / Experience

1. Graduate degree level in relevant subject and/or Youth Work qualification - L3 or above (E)
2. Experience of working with young people (particularly 15-17year olds) and an understanding of the current challenges they face. (E)
3. Experience of successful delivery of the NCS Programme / equivalent programmes (E)
4. Safeguarding Training and First Aid (E) – will need to be completed before contract start date
5. Proven project management experience (E).
6. A proven track record of managing relationships and partnerships and the ability to communicate with people at various levels (E)
7. People management experience, in particular management of a multi-disciplined team in a youth work environment (D)
8. Proven leadership skills, with ability to give clear instructions to enable staff to achieve the required standards (E)
9. Practical experience of managing information operating systems and the ability to interrogate data from a CRM system (D)
10. Experience of effectively dealing with serious incidents and managing safeguarding. (D)
11. Commitment to supporting young people and the principles of equality and diversity (E)
12. Experience and/or knowledge of Secondary/higher education sector (D)

#### Knowledge / Skills

1. Knowledge and understanding of the NCS Programme both regionally and nationally (E)
2. Experience of working with young people in a residential, education and/or outdoor setting (E)
3. An understanding of Safeguarding and Health & Safety in a Youth Work setting (E)
4. Experience with Salesforce or other CRM system which manages people and project information (D)
5. Ability to manage and motivate large teams of staff. (D)
6. A proven ability to work to under pressure to tight deadlines. (E)
7. A commitment to supporting young people, and the principles of equality and diversity. (E)
8. Creative, self-motivated and the ability to work on own initiative to tight timeframes. (E)
9. Excellent communication skills including written, telephone and interpersonal skills. (E)
10. Proven planning and organisation skills. (E)
11. IT literate with particular emphasis on Microsoft and Google packages. (D)

### General Information





# Community Sports Trust

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Charity number: 1112784

Company number: 5602833



[brentfordfcst.com](http://brentfordfcst.com)

We are an inclusive and diverse employer and welcome applications from all suitably qualified persons regardless of race, age, gender, disability, religion/belief, sexual orientation or age.

All applicants must demonstrate eligibility to work in the UK.

The appointment will be full time and is available upon the receipt of two acceptable references and the submission of an enhanced Criminal Records Check to the Disclosure and Barring Service (DBS). The appointment will be confirmed upon receipt of the DBS check.

To apply, please send:

- Your CV
- A covering letter – demonstrating your suitability for the role

Please send the above to [cbarrett@brentfordfcst.com](mailto:cbarrett@brentfordfcst.com)

Deadline for applications is **Wednesday 28<sup>th</sup> August 2019**

Interviews are scheduled to take place on the **w/c 2<sup>nd</sup> September 2019**

