



<b>SECTION</b>	<b>HR</b>
<b>POLICY /PROCEDURE</b>	<b>Job Advert, Job Description &amp; Person Specification</b>
<b>DATE OF ISSUE</b>	<b>01/10/2019</b>
<b>DATE OF REVIEW</b>	<b>N/A</b>

<b>Department:</b>	Foundation
<b>Job Title:</b>	NCS Recruitment & Programme Quality Coordinator
<b>Salary:</b>	Competitive (consummate with experience)
<b>Contract type:</b>	Full time - Permanent
<b>Hours:</b>	There are no standard hours of work for this role, but the minimum contracted number would be 37.5 hours per week over the course of seven days, when deemed necessary. The candidate will be required to have a flexible approach to working hours, including match days and such hours as necessary for the full and proper performance of the role taking into consideration the nature of the Club's business.
<b>Responsible to:</b>	Programme Manager
<b>Location:</b>	Keepmoat Stadium, Stadium Way, DN4 5JW
<b>Regular working hours:</b>	Office hours are Monday to Friday 9.00am – 5.30pm. With this post, there will be weekend and evening work as part of the nature of the Club Doncaster Organisation.

**Purpose of the post:**

To assist the Programme Manager; to recruit young people for programmes within the Impact Doncaster remit, with a special focus on the NCS work scheme through Summer and Autumn delivery programmes.

To support the marketing and information sharing of our NCS programme, via all digital & written platforms, and face-to-face events.

**Key Duties and Responsibilities:**

- To deliver NCS presentations, assemblies, lunch break stalls and keep warm events
- To support the planning & delivery of the National Citizen Service (NCS) during activity time, more specifically act as a wave assistant leader in summer 2020 with the aim to lead own wave in summer 2021.
- To assist the mentoring and supervision of the staff and programme for NCS during the residential delivery phases, ensuring all health & safety/safeguarding needs are met and adhered to
- To lead on the marketing and promotional aspects of the NCS opportunity through schools and college, to ensure growth and participation in all areas.
- To recruit young people on to the local programme using a variety of mechanisms, including all social media platforms.
- Engagement with local volunteer centre, community groups and charities for social action project opportunities
- To attend related networks, meetings and NCS events, supporting partnership and sharing good practice
- To liaise with a range of key stakeholders such as schools and parents to ensure effective engagement and participation in NCS
- To undertake project evaluation and monitoring as required
- To create signposting link to other Education and volunteering provisions for young people
- To ensure equality of opportunity is afforded to all persons both internal and external, actively seeking to eliminate any direct or indirect discriminatory practices/behaviour
- To develop and lead relationships with all Club Doncaster departments such as player visits and the usage of other departments to promote Impact Doncaster activities.
- Carry out duties in accordance with all relevant company policies
- Act always with utmost good faith to the Club and the Company
- Devote full attention and ability to fulfilment of the duties required by the role
- Other duties as reasonably requested by a member of the senior management staff
- To work closely with partnership organisations, to maintain good relationships and collaborative working practices
- To work with colleagues throughout Club Doncaster to extend knowledge and skills in order to identify and develop best practice
- Deal with enquiries and general day-to-day liaison with customers, colleagues and partners
- Carry out general office duties including data recording, filing, photocopying, sending and receiving emails
- Ensure all policies and procedures are adhered to
- To create signposting link to other Education and volunteering provisions for young people
- To liaise with other Club Doncaster partners (both internally and externally) in order to utilise club resources such as player appearances and marketing.
- Develop creative ways to bring added value to the various customers that work with us

- Ensure all policies and procedures are adhered to.
- Active participation in continuing professional development.
- Promote the brand identity and increase Club Doncaster fan base through positive service delivery.
- Support the whole of Club Doncaster group to promote the events and the business as a whole, including additional support at Club Doncaster events such as the Big Bang and Festival of Sport weekend.
- Act at all times with utmost good faith to the Club(s) and the Company.
- Devote full attention and ability to fulfilment of the duties required by the role.
- To work closely with, maintain good relationships, and collaborative working practices
- To work with colleagues throughout Club Doncaster to extend knowledge and skills in order to identify and develop best practice.
- To undertake such other duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job.
- To maintain the quality of service provision, regularly evaluating work and seeking to make improvements
- Present a professional image when dealing with both internal and external contacts and partners, acting in a professional manner at all times.
- To cover as and when required at other departments within the Club Doncaster Group
- To undertake such other duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job.

### **Club Doncaster Staff competencies:**

#### **Our Values**

- We are professional in all we do
- We manage our business with respect and integrity
- Pride, passion and performance
- Open, honest brave
- Consistent innovation in all we do
- Energy, enthusiasm, humility
- Win-win relationships

#### **Putting our clients first**

- Demonstrates a thorough understanding of the services across Club Doncaster and how these relate to and are affected by the needs and objectives of the organisation
- Knows who the clients are, understands our clients' needs and works hard to ensure that these are met
- Develops positive relationships with clients, handling dissatisfied or awkward clients effectively
- View the resolution of clients' problems as an opportunity to retain and secure future business
- Ensures all clients are dealt with in a proficient and friendly manner, with respect and integrity at all times

#### **Getting things done**

- Performs all assigned tasks and procedures efficiently and in a timely manner
- Takes personal responsibility for own actions and decisions and displays a sense of energy and commitment to achieve results that stimulate others to succeed
- Works hard to reach or exceed personal targets and section goals and can take responsibility for several different tasks at a time
- Accepts responsibility for problems that occur and retains ownership until they are resolved, either personally or by someone else
- Manages own time and resource effectively, with appropriate planning and prioritising in advance to improve efficiency
- Uses initiative to act without constantly referring to others and perseveres with repetitive and mundane tasks

#### **Flexibility**

- Accepts doing things differently to improve efficiency and reacts positively to changing objectives, priorities and workloads
- Willingly takes on extra responsibility and, where necessary, will work additional or irregular hours to meet the needs of the organisation
- Put forward suggestions and ideas about new and better ways of doing things
- Learns rapidly, adjusting to new situations as they occur
- Demonstrates a commitment to deliver a high quality service at all times

#### **Communication skills**

- Communicates effectively and confidently in individual and group situations, contributing and asking questions where appropriate
- Listen to and respects other people's views and opinions
- Any written work required by the role is clear, accurate and to the point
- Presents facts and ideas in a concise and persuasive manner
- Ensures all written correspondence is fluent and structured, using appropriate style and language
- Uses the correct communication technique to suit the situation

### **Managing Self /Relationships**

- Develops open and effective relationships with all colleagues
- Awareness of impact of own behaviour on others and is able to modify approach or style to achieve results
- Can discuss differences openly and without recrimination
- Share information and keeps all relevant parties informed
- Works to improve self by being pro-active in job function and in assessing training and development needs
- Keep difficulties in perspective and maintain performance and effectiveness in the face of conflicts, tight deadlines, excess workloads and unreasonable client/customer
- Aware of the goals and targets of Club Doncaster ensuring actions contribute towards achieving them

### **Important information**

The above mentioned duties and responsibilities should be regarded as neither exclusive nor exhaustive as the post holder may be required to undertake other reasonably determined duties and responsibilities, commensurate with the grading of the post, without changing the general character of the post.

Applicants must hold a full driving licence with access to a suitable vehicle and have in date MOT, Road tax and relevant insurance if they are intending to do business mileage for Club Doncaster. It is the employee's responsibility to ensure up to date documentation is provided to Club Doncaster.

Club Doncaster is committed to safeguarding and promoting the welfare of children and young people and expects all staff and employees to share this commitment. This role involves work with young people and is may be subject to Enhanced Criminal Records Bureau (CRB) checks. Clearance through The FA CRB system is required. As such this post is exempt for the Rehabilitation of Offenders Act (1974) and the applicant must disclose all previous convictions including spent convictions.

### **Personal Skills/Characteristics**

	Essential	Desirable	Method of Assessment (List Code Below)
<b>Experience</b>			
Minimum of 1 years' experience within a community project.		X	AF/I
Previous experience of working within projects with clients who may be hard to engage.	X		AF/I
Experience of marketing principles, and digital marketing platforms to engage young people	X	X	AF/I
Working within a team and coordinating team members	X		AF/I
Excellent written and verbal communication skills	X		AF/I
Ability to plan own workload and prioritise	X		AF/I
Ability to self-motivate and work independently		X	AF/I
Mature approach to carrying out operational tasks and problem solving	X		AF/I
Strong interpersonal skills	X		AF/I
Strong communication skills	X		AF/I
Excellent IT skills	X		AF/I
Excellent time management skills	X		AF/I
			AF/I
			AF/I
<b>Qualifications and training</b>			
Evidence of formal education detailing a good level of general education.	X		AF/I
Formal IT experience, or previous experience of computer tracking systems		X	AF/I
			AF/I
<b>Special skills and knowledge</b>			
An understanding of the current local area, and how the power of the Club Doncaster brand engages communities.		X	AF/I
An understanding of and a commitment to equal opportunities issues both in the workplace and the wider community	X		AF/I
Proficient in use of Microsoft Office systems e.g. Office, Excel, Access and PowerPoint or equivalent system	X		AF/I

<b>Personal qualities</b>			
Positive attitude with the ability to motivate and enthuse individuals and groups.	X		I
Excellent written and verbal/presentation communication skills.	X		I
Ability to prioritise and meet deadlines	X		AF/I
Mature approach to carrying out operational tasks and problem solving	X		
Strong interpersonal skills	X		
Strong communication skills	X		
<b>Personal circumstances</b>			
Ability and willingness to work outside normal hours, including evenings and weekends.	X		I
Ability to travel independently	X		I
<b>Physical Requirements</b>			
No serious health problem which is likely to impact upon the job performance; (that is, one that cannot be accommodated by reasonable adjustments)	X		AF/I/R
Good sickness / attendance record in current / previous employment, (not including any absences resulting from disability)	X		R

\* AF = Application Form  
I Interview  
R Reference  
CQ Certificate Qualification

The document is a guide only and should not be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in the light of changing needs of the organisation. All employees may be required to undertake any other duties as may be reasonably required. Club Doncaster is an equal opportunities employer.