



## **NCS Team Leader - Job Description**

Club Doncaster Foundation are looking for passionate individuals who are ready to build up their experience with a demanding role as part of an intensive summer NCS programme.

This role is suitable for a dynamic and confident person with experience of working with groups of young people, and who is able to both motivate them and support their journey into adulthood.

NCS is a once-in-a-lifetime opportunity open to all 16 & 17 year-olds in England that helps them build skills for work and life, whilst taking on new challenges and meeting new friends.

The groups are composed of approximately 12-16 young people and the leader will be expected to work under the direction of the wave coordinator and assist with the pastoral care and support the development of the young people. Previous experience would be welcome but is not essential.

For further details about the NCS Programme you can visit <http://www.wearencs.com>

**Below you will find the specific details about the role. If you have any questions, please email: [NCS@clubdoncasterfoundation.co.uk](mailto:NCS@clubdoncasterfoundation.co.uk)**

**Club Doncaster Foundation - NCS Team Leader**

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| <b>Department</b>                              | IMPACT/Youth Engagement   |
| <b>Line Manager &amp; Reporting Procedures</b> | Youth Engagement Manager, Youth Engagement Officer and Wave Coordinator   |
| <b>Contract</b>                                | Fixed Term - Based on work undertaken across your specific programme dates  |
| <b>Pay (Age Dependent)</b>                     | <p><b>2 Week Programme:</b><br/>                 23 and over = £645<br/>                 21 – 22 = £585<br/>                 18 – 20 = £525</p> <p><b>3 Week Programme:</b><br/>                 23 and over = £1050<br/>                 21 – 22 = £950<br/>                 18 – 20 = £850</p> <p><b>Training pay</b> = Additional £100 on completion of all NCS specific training.</p>   |
| <b>Contract details</b>                        | <p>You will be allocated a team and a start date based on your availability.</p> <p><b>Training, planning and induction with your team:</b></p> <ul style="list-style-type: none"> <li>• <b>Mandatory training:</b> To be delivered face to face and across online platforms (to be confirmed post successful interview)</li> <li>• <b>Attend Keep warm activities:</b> Attend a minimum of one Keep Warm Evening (dates to be confirmed).</li> </ul> <p><b><u>Programme Overview:</u></b></p> <p><b>3 Week Programme:</b><br/>                 Phase 1 – On Residential<br/>                 Phase 2 – Keepmoat Stadium<br/>                 Phase 3 – Local Community</p> <p><b>2 Week Programme: (No Residential)</b><br/>                 Phase 1 – Local Outdoor Activities<br/>                 Phase 2 – Keepmoat Stadium/Selby College<br/>                 Phase 3 – Local Community</p> <p><b><u>Programme Dates:</u></b></p> <p><b>3 Week Programme Dates:</b><br/>                 5th July - 23rd July<br/>                 12th July - 30th July<br/>                 26th July -13th August</p> <p><b>2 Week Programmes Dates:</b><br/>                 2nd August - 13th August – <b>(Selby)</b><br/>                 9th August - 20th August<br/>                 16th August - 27th August</p> |

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|   | <p>All programmes run Monday to Friday and will depart from or return to Keepmoat Stadium or Selby College (subject to programme date). You can choose your preferred programme start dates and availability on our application form.</p> <p>Please note whilst residential programmes can be challenging, we will be implementing a stand down rota to encourage all staff to get the appropriate breaks and rest during the programme.</p> <p>This post is subject to an enhanced DBS check and the successful completion of National Citizen Service (NCS) training.</p>  |
| <p><b>Purpose of the job</b></p>                | <p>As a NCS Team Leader you shall be responsible for a group of 15/16 NCS Participants and ensuring they complete the NCS Programme in accordance with the NCS delivery contract.</p> <ul style="list-style-type: none"> <li>• To keep your group of young people focused and on track with the programme.</li> <li>• To assist in the delivery of activities for participants, and to be responsible for ensuring that young people complete the required 30 hours of social action and planning and delivery during weeks three and four.</li> <li>• To act as a liaison during the NCS programme for young people aged 15-17 and their parents/ carers with NCS.</li> <li>• To resolve minor issues on a daily basis and to ensure that the wave coordinator is aware of all safeguarding issues.</li> </ul>  |
| <p><b>Main Roles &amp; Responsibilities</b></p> | <p><b>Welfare</b></p> <ul style="list-style-type: none"> <li>• To ensure group harmony and facilitate the group dynamics, tackling any problems and resolving confrontation.</li> <li>• To refer appropriate welfare issues to the wave coordinator and ensure the immediate welfare needs of the young people are met.</li> <li>• To ensure all personal information regarding young people is kept confidentially in accordance with data protection requirements.</li> <li>• To ensure the safeguarding of young people is paramount and report any issues to the wave coordinator.</li> <li>• To report any concerns/incidents to the wave coordinator at the earliest opportunity.</li> <li>• To administer basic first aid if required.</li> <li>• To complete the incident report form at the earliest opportunity incident taking place.</li> <li>• To assist in the administration of medication for young people if required/appropriate.</li> </ul> <p><b>NCS Activities:</b></p> <ul style="list-style-type: none"> <li>• To provide support during NCS to your allocated team, acting as their mentor and first port of call for any queries.</li> <li>• To ensure appropriate video/photographic footage is taken to record your team's activities.</li> <li>• To ensure that all activities are undertaken in the spirit of NCS' social bond.</li> <li>• To ensure all young people observe rules pertaining to appropriate behaviour and conduct at all times as laid out in the NCS social bond.</li> <li>• To complete the daily NCS attendances registers and report this to the NCS</li> </ul> |

coordinator.

- To uphold and positively contribute to the credible reputation of Club Doncaster Foundation and the ethos of NCS, over the course of all activities associated with the NCS project.
- To take action if inappropriate behaviour happens.

**Residential Event:**

- To provide support and team leadership for the young people, facilitating and leading on their night activities.
- To be an active member and ambassador of NCS, taking part in activities where appropriate and demonstrating a 'joining in' team spirit and a 'can do' positive attitude.

**Social Action Projects:**

- To facilitate the delivery of successful Social Action Projects, in consultation with the local communities, with support from the wave coordinator.
- To ensure that you and your team adhere to all risk assessment protocols, observing all health and safety requirements.
- To ensure any fundraising is done in accordance with collection licences provided and all money donated is given to the intended charity.

**Guided Reflection**

- To ensure that your group members share NCS experiences and facilitate the daily process of Guided Reflection.

**Training:**

- To attend the team leader training events including first aid, safeguarding children, risk assessment, guided reflection and team building.

**General:**

- To represent Club Doncaster Foundation during NCS in a professional manner.
- To promote and safeguard the welfare of young people for whom you are responsible and with whom you come into contact.
- Any other duties, consistent with the main purpose of the job, as may be specified from time to time.

## PERSONAL SPECIFICATION

| Qualifications                         |  | Essential | Desirable |
|--|--|-----------|-----------|
| <b>Knowledge &amp; Experience</b>      |  |           |           |
|  | University degree  |           | ✓         |
|  | Sports qualifications  |           | ✓         |
|  | Youth work qualifications  |           | ✓         |
|  | First aid and safeguarding qualifications  | ✓         |           |
|  | Proven project management experience   | ✓         |           |
|  | Prior experience of working with teenagers in a supervisory role   | ✓         |           |
|  | Must be able to demonstrate problem solving skills, ability to motivate, inspire and use your own initiative.  | ✓         |           |
|  | Must be able to demonstrate an ability to build a rapport with young people and maintain effective and professional relationships                        | ✓         |           |
|  | Must be able to demonstrate the ability to effectively and respectfully resolve potential or existing conflicts, showing creativity and resourcefulness. | ✓         |           |
| <b>Personal Qualities &amp; Skills</b> |  |           |           |
|  | Have a polite and courteous manner and a personable approach   | ✓         |           |
|  | A genuine interest in the welfare of young people and commitment to supporting them throughout the duration of NCS                                       | ✓         |           |
|  | Strong interpersonal skills and good verbal communication skills   | ✓         |           |
|  | Ability to remain calm and composed in difficult situations  | ✓         |           |
|  | Sound judgement and responsible nature   | ✓         |           |
|  | Good organisational and problem-solving skills   | ✓         |           |
|  | Ability to lead and work as part of a team   | ✓         |           |
|  | Flexible approach to work  | ✓         |           |
|  | Commitment to support young people throughout the duration of NCS.   | ✓         |           |
| <b>Other Requirements</b>              |  |           |           |
|  | A willingness to learn and develop as an individual, through CPD   | ✓         |           |
|  | Applicants must be age 18 or over  | ✓         |           |
|  | Ensure that all company policies are adhered to  | ✓         |           |
|  | Act and carry out work duties in line with the NCS and Club Doncaster safeguarding policy and procedures   | ✓         |           |
|  | Develop an approachable but professional boundary / relationship with participants   | ✓         |           |
|  | Act and reflect within all practice a culture of inclusion and equality.   | ✓         |           |
| <b>Safeguarding</b>                    |  |           |           |
|  | To have due regard for safeguarding and child protection policies, including the welfare of children and young people                                    | ✓         |           |
|  | All new employees are subject to DBS checks, with our safeguarding officer.  | ✓         |           |

## **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
- Commercial in all we do
- 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.

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 DBS checks. Clearance through The FA DBS 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.

