

Post: NCS Team Leader (Summer 2019)

RESPONSIBLE TO: Wave Coordinator

Rate of pay: £1000 for the 3 weeks + £100 for training weekend

Dates: The dates shown below are our programme dates for summer 2019 and demonstrate your start and finish date. Also, if you are able to do more than 1 wave we would like to hear about it on your application form.

Wave 1 - 1st July - 19th July 2019
Wave 2 - 8th July - 26th July 2019
Wave 3 - 22nd July - 9th August 2019
Wave 4 - 29th July - 16th August 2019
Wave 5 - 5th August - 23rd August 2019
Wave 6 - 12th August - 30th August 2019

Format of the 3 week programme:

Week 1: Monday to Friday: Away Residential – Activity week at the Lake District or Equivalent
Week 2: Monday to Friday: Home Residential – Skills building week at Worksop College
Weeks 3: Monday to Friday: 6 hours each day (some flexibility when this is required) Based in Doncaster or surrounding area.

You will also be required to attend our annual training weekend as part of you role.

Dates are: Friday 31st May – Sunday 2nd June 2019
Approx 6pm arrival on Friday & 4pm Depart on Sunday
Location: Worksop College, Worksop, Nottinghamshire, S80 3AP

Total of 15 days employment + 3 training days/keep warm events and Graduation Night.
This post is subject to an enhanced DBS check and the successful completion of National Citizen Service (NCS) training.

Please note that you will only receive training pay if you have attended the training weekend and completed the mandatory NCS online training modules by Sunday 9th June.

MAIN PURPOSE OF JOB:

- To be responsible for up to 15 young people in a team; to provide the supervision, motivation and inspiration to help your team succeed and enjoy the NCS experience.
- To keep your team of NCS young people focused and on track with the programme.
- 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 planning and action following their Week 2 workshops.
- To act as liaison during the NCS programme for young people aged 16-17 and their parents/careers with NCS.
- To resolve minor issues on a daily basis; to ensure that the wave coordinator or base contact is aware of all safeguarding issues.

Targets:

- Successfully lead your team of young people to complete the NCS programme
 - Ensure the safety and welfare of young people at all times
 - To complete paperwork on time and accurately
 - Monitor and ensure the successful delivery of your groups' Social Action Projects
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KEY RESPONSIBILITIES:

- 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
- Active participation on continuing professional development and the appraisal process
- Promote the brand identity and increase Club Doncaster fan base throughout
- 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 always
- To be aware and comply with the Health and Safety at Work Act
- To carry out responsibilities with due regard to Equal Opportunities
- 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

Any other duties commensurate with the grade and falling within the scope of the post, as requested by Chief Operating Officer and/or Executive

Welfare:

- To ensure group harmony and facilitate the group dynamics, tackling any problems and resolving confrontation.
- To refer appropriate welfare issues to the wave coordinator.
Manager and ensure the immediate welfare needs of the young people are met.
- To ensure all personal information regarding young people is kept confidentially in accordance with data protection requirements.
- To ensure the safeguarding of young people is paramount and report any issues to the Wave coordinator & NCS Project Manager.
- To report any concerns / incidents to the wave coordinator & NCS Project Manager within 48 hours.
- To administer basic First Aid, if required, in line with first aid training.
- To complete the Incident report form within 48 hours of any incident taking place.
- To assist in the administration of medication for young people if required/appropriate.

NCS activities:

- To provide support during NCS to your allocated team, acting as their mentor and first port of call for any queries.
 - To ensure appropriate video / photographic footage is taken to record your team's' activities.
 - To ensure all activities are undertaken in the spirit and ethos of NCS
 - To ensure young people observe rules pertaining to appropriate behaviour and conduct at all times as laid out in the NCS Code of Conduct.
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- To complete the daily NCS Attendance Register and report this to wave coordinator & NCS Project Manager.
- To uphold and positively contribute to the credible reputation of Club Doncaster and the ethos of NCS, over the course of all activities associated with the NCS programme.
- To take action if inappropriate behaviour happens (procedures will be covered during training).

Residential events:

- To provide support and team leadership for the young people, facilitating and leading on occasion their day / 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 '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 NCS office staff.
- 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 licenses 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 Assessments, Guided Reflection, Team Building.

Club Doncaster Staff competencies:**Our Values**

- Passionate, high performing & proud
- Open & honest
- Energetic & enthusiastic
- Innovative & challenging
- Respectful & honourable
- Humble & courageous

General

- To represent Club Doncaster 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.

Experience required for the post:

- Prior experience of working with teenagers in a supervisory role is essential.
 - Must be able to demonstrate problem solving skills, ability to motivate, inspire and use your own initiative.
 - Full UK driving licence and a car available for work use is desirable – or access to regular and reliable public transport.
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Proven Skills:

- Must be able to demonstrate an ability to build a rapport with young people and maintain effective, professional relationships.
- Must be able to demonstrate the ability to effectively and respectfully resolve potential or existing conflicts, showing creativity and resourcefulness.

Personal Qualities:

- 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
- Confidence in developing the respect of young people
- Enthusiasm and drive to ensure successful delivery of NCS
- Empathic, sensitive and approachable nature
- Tolerance and patience
- 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

For more information please contact:

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