

Department:	Youth Engagement
Job Title:	Youth Engagement Officer
Salary:	Officer Banding (£19,000 – £23,999)
Contract type:	Permanent
Hours:	37.5 hours a week
Responsible to:	Youth Engagement Manager
Location:	Club Doncaster Foundation, Keepmoat Stadium, Stadium Way, DN4 5JW
Regular working hours:	Foundation office hours are Monday to Friday 9.00am – 5.30pm. There is an expectation to work some weekends & unsocial hours as deemed necessary, especially during programme delivery times.

Purpose of the post:

To deliver, coordinate, and support the effective recruitment of participants onto youth engagement programmes across our delivery framework along with supporting the delivery of the provision. The role will be responsible for supporting young people through their engagement journey, from recruitment to graduation and beyond.

Key Duties and Responsibilities:

- To support the high-quality delivery of all youth engagement projects (*currently NCS) taking a lead role on recruitment of young people onto the programme, delivery of the provision and the support of graduate opportunities.
- To provide good communication and delivery of school support.
- To support and coordinate the delivery of all retention activity such as keep warm events.
- To ensure that recruitment of young people onto programmes follows all appropriate safeguards and data capture processes.
- To work closely with partnership organisations and workshop or qualification delivery agents.
- To support other staff that deliver on the programme to ensure a high-quality experience for the young people.
- To act as a role model and mentor for short term and casual members of staff delivering on the programme.
- To support the data management system for the youth engagement provision (*currently NCS programme) and ensure all data is inputted accurately and in a timely manner.
- To support the Youth Engagement Manager on delivering the required safeguarding structure and provide updates and reports as required.
- To support the Youth Engagement Manager in ensuring that all staff and volunteers are suitably qualified, DBS checked and adhere to health and safety and safeguarding issues in line with the wider CD policy and procedure.
- Work in line with requirements set out by English Football League Trust and NCS Trust as part of the NCS contract.
- To keep accurate records and registers to enable full completion of all monitoring and evaluation requirements.
- 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.
- Active participation on continuing professional development and the appraisal process.
- 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 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 the Chief Executive.

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.

Personal Skills/Characteristics	Essential	Desirable	Method of Assessment (List Code Below)
Experience			
Experience of delivering on a youth engagement project (such as NCS)	X		AF/I
Experience of school delivery or recruitment	X		AF/I
Experience of working for a charity		X	AF/I
Experience of dealing with safeguarding issues		X	AF/I
Qualifications and training			
Good standard of general education	X		AF/CR
Youth Work Level 1 or 2		X	AF/CR
Appropriate safeguarding qualification		X	I
First Aid at Work qualification		X	I
Special skills and knowledge			
An understanding of the issues that young people face and the challenges and pressures to teenage life.	X		AF/I
An understanding of and a commitment to equal opportunities issues both in the workplace and the wider community.	X		AF/I
Proven leadership skills, providing staff and volunteers with clear direction to achieve defined standards.	X		AF/I
Proficient in use of Microsoft Office systems eg Office, Excel, Access and Powerpoint or equivalent system.	X		AF/I
Personal qualities			
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

Personal circumstances			
Ability and willingness to work outside normal hours, including evenings and weekends.	X		I
Ability to travel independently.	X		I
Physical Requirements			
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.