**Job Title: Youth Work Manager**

**Salary: Band H £27,646 - £30,849**

**Location: BLGC sites**

**Reports to: Head of Play, Youth and Sport**

**Contract: Permanent**

**Hours: 35 hours (Evenings and weekends)**

**The Charity**

Bolton Lads & Girls Club (BLGC) is an innovative, dynamic and progressive children and young people’s charity based in Bolton. Established in 1889, our mission statement is “to enable children and young people, especially those from disadvantaged backgrounds, to live happier, healthier and positive lives by providing somewhere to go that's safe and modern, something to do that is inspiring and engaging, and someone to talk to when they need it the most”.

Open 51 weeks of the year, we provide a vast array of opportunities to improve the lives of our 4,000 active members through universal and targeted services. We employ around 100 people and have the support and commitment of 100 volunteers. Over the last few years we have seen the demand for our services increase significantly and we’ve set ourselves a target to help more young people than ever. We have recently re-opened our main centre in the heart of Bolton following a major £2.6m refurbishment. It’s an exciting time to join BLGC!

**Our Vision and Mission**

**Vision**

Every young person in Bolton has the opportunity to be the best they can be.

**Mission**

We will provide great places to go, positive things to do, and people that care.

**Our Key Principles**

* Keep things simple.
* Always do the right thing.
* Offer excellent customer service.
* Provide an environment for people to be the best they can be.
* Be exceptional in the moments that matter.

**Our Values**

**Driven** **Caring**

We don’t give up and we do whatever it takes. Genuine people who care make the difference.

**Empowering Excellence**

We enable people to be the best they can be. We aim to deliver the highest standards of service and continuously improve through robust

**Fun** quality assurance and innovation.

If you enjoy what you do, you do it better! Work is

serious and we do it with a smile on our face.

**About the role**

You will be an experienced, dynamic professional with **significant experience** of managing programmes/services for large numbers of children and young people with direct leadership responsibility for our Senior Youth Club. You will also play a leadership role as part of the management team within the wider PYS, supporting the full universal offer. As part of that management team you will be expected to help across the universal offer at peak times or to cover holiday etc.

With direct responsibility to lead, support and develop the Youth worker team and identify and cultivate existing and new opportunities of activity for young people. You will be driven to continual improvements and best practice in all service delivery, whilst managing and achieving in line with KPIs.

You will have a proven track record of both recruiting and retaining young people into universal programmes; managing, supporting and motivating teams including volunteers and employees. You will be working directly with the young people and staff team during sessions and will need to have a highly flexible approach to a working pattern.

Organised with the ability to plan effectively and deliver the highest quality service, you will have effective communication skills and will perform well under pressure and have a natural ability to work as part of a team as well as leading a team.

This role is fundamental in the improvement and development of the existing provision. The role will encompass a diverse range of tasks and responsibilities and in return you will receive a rewarding and challenging career with a Charity that is committed to the social and personal development of young people. You will contribute towards the growth of BLGC and ensure the offer is centred on meeting the needs of children and young people.

**Main Responsibilities**

**Service Excellence**

1. Establish and deliver a high-quality diverse youth work offer which is exciting, safe, challenging and developmental.
2. Work collaboratively with colleagues across the team to ensure that the activities and opportunities are tailored to specific needs and interests of the young people and that there is a coherency and consistency in quality of the offer and its delivery.
3. Establish links across the Bolton to ensure the programmes meet the needs of existing and new members, engages a diverse range of young people from across Bolton and support their active participation and promote their retention.
4. Maintain a good understanding of the young people we work with their, their issues and challenges and the complexities of delivering in a large open access setting through direct work with young people during sessions and through good communication with the team.
5. Through an innovative approach, ensure our buildings look and feel exciting and ensure that the atmosphere and offer is appropriate and engaging.
6. Deal with issues arising during sessions and ensure a consistent approach to standards around boundaries and behaviours..
7. Ensure there are appropriate forums and opportunities for young people to have a meaningful voice in programme and organisational development in particular ensuring that their ideas and views contribute fully in the planning, delivery and evaluation of sessions, projects and activities.
8. Ensure that the youth work delivery is carried out in a planned, systematic, co-ordinated and evaluated way.
9. Ensure that the needs of young people are targeted through effective programme planning and promote cultural cohesion and inclusion!
10. Deliver a year-round recruitment programme for membership and attendance ensuring all young people have an opportunity to experience BLGCs offer and attendance remains in line with expectations and targets.

**Safeguarding and Risk Management**

1. Support the delivery of the charity’s mission by ensuring that up to date and robust safeguarding policies and procedures are in place and that staff and volunteers adhere to them.
2. Ensure staff receive the required safeguarding training and that procedures are properly followed at all times.
3. Ensure the charity has a robust approach to risk management, including person centred risk assessment and risk management processes.

**Leadership**

1. Deliver a strong performance management culture.
2. Lead and develop teams of staff, including full time and part time youth/play workers and volunteers, and support and coach them to achieve their full potential within their given roles.
3. Manage budgets and resources associated with the different areas of responsibility.
4. Develop systems and programme models to ensure that provision is of the highest quality and achieves positive outcomes for children and young people.
5. Ensure that funded projects are appropriately delivered and managed in line with our systems and procedures.
6. Ensure that all projects and activities operate within outcomes frameworks, safeguarding, health and safety, diversity and equal opportunities policies.
7. Actively promote BLGC to partners, families and young people including leading on the development and delivery of community events and activities and supporting the team to use appropriate marketing particularly through our website and social media.
8. Develop and maintain strong working relationships with external partners, the public, private and voluntary sector within the Borough to raise the quality of our offer, create greater integration and ensure better outcomes for young people.
9. Manage the implementation of monitoring and evaluation systems across all programmes and projects to demonstrate the impact of the offer and develop organisational learning and identify areas for development to ensure the continuous improvement of our delivery.
10. Take a creative and enthusiastic approach to making BLGC a hub for youth activity in Bolton and a leader in its field.
11. Be an active member of the operations management team and deliver a focused, measurable contribution to the BLGCs overall strategic plan operating in line with our values, principles, policies and procedures.
12. Work a flexible pattern including regular evenings and weekends in line with the role/team requirements.

**PERSON SPECIFICATION**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Youth Work Manager | **Essential** | **Desirable** | **Method of assessment** |
| **Qualifications** |  |
|  | A recognised (JNC) Professional Youth Work related Qualification. | ✓ |  | A |
| **Experience** |  |
|  | A minimum of 3 years’ experience in youth sector at a co-ordination or supervisory level | ✓ |  | A |
|  | Experience of managing and delivering youth work in a range of settings. | ✓ |  | A/I |
|  | Experience of planning and leading activities as well as coaching others to do so | ✓ |  | I |
|  | Experience of working with and leading programmes for children with disabilities and additional support needs  |  | ✓ | I |
|  | Experience of community/ youth development work and participation. |  | ✓ | I |
|  | Proven leadership and management experience including managing staff and volunteers and driving a high performance and continuous improvement culture. | ✓ |  | A/I |
|  | Experience of designing, developing and delivering a diverse range of activities and support programmes for young people including those with challenging behaviour and of varied abilities  | ✓ |  | A/I |
|  | Experience of working collaboratively with senior managers in a range of organisations including the voluntary sector, schools, parents and carers and other external agencies  |  | ✓ | A/I |
|  | Experience of developing and maintaining strong relationships with external partners |  | ✓ | A/I |
|  | Experience of implementing quality assurance procedures  | ✓ |  | I |
| **Knowledge and Skills** |  |
|  | Excellent communication, relationship building and interpersonal skills | ✓ |  | A/I |
|  | Proven knowledge of Universal Youth provision | ✓ |  | A/I |
|  | Proven track record in project management. |  | ✓ | I |
|  | Awareness of the barriers young people may face when building relationships and working towards achieving positive outcomes and skills in breaking down those barriers.  | ✓ |  | A/I |
|  | Effective people management and coaching skills | ✓ |  | A/I |
|  | Strong negotiation skills. | ✓ |  | A/I |
|  | Ability to work to be self-motivated, set deadlines, meet project targets and work under pressure. | ✓ |  | A/I |
|  | Ability to work on own initiative, prioritise and manage conflicting demands and make decisions under pressure. | ✓ |  | A/I |
|  | Ability to work within a multi-agency framework to promote best outcomes for young people. | ✓ |  | A/I |
|  | Ability to care about and be sensitive to both individuals’ and the community’s needs. | ✓ |  | A/I |
|  | Ability to both lead a team and work as a team member | ✓ |  | A/I |
|  | Ability to hold confidential information and knowledge of information sharing protocols. Good understanding of wider GDPR requirements. | ✓ |  | A/I |
|  | Ability to complete reports to a high standard in line with funding, contract and manager requirements and to maintain up to date recording of information. | ✓ |  | A/I |
|  | Ability to identify and challenge discrimination and discriminatory behaviour, taking appropriate action as necessary | ✓ |  | A/I |
|  | Knowledge and understanding of Child Protection and Safeguarding practice | ✓ |  | A/I |
|  | Ability to monitor and evaluate success and impact and utilise results to better plan provision | ✓ |  | A/I |
|  | IT literate | ✓ |  | A/I |
|  | Ability to understand, follow and implement procedure | ✓ |  | A/I |
|  | Ability to deliver work with children and young people within an equal opportunities framework | ✓ |  | A/I |
| **Personal Attributes** |  |
|  | Self-motivated, able to use own initiative, confident and persistent | ✓ |  | A/I |
|  | Commitment to BLGCs core values  | ✓ |  | A/I |
|  | Positive and enthusiastic | ✓ |  | A/I |
|  | Punctual and reliable | ✓ |  | A/I |
|  | Commitment to personal and professional development. | ✓ |  | A/I |
|  | Non-judgemental, open minded, inclusive attitude | ✓ |  | A/I |
|  | Able to work in the evenings and at weekends if required | ✓ |  | A/I |
|  | Current driving license |  | ✓ | I |
|  | Access to good internet access at home, and a space to work effectively from home if required  | ✓ |  | A/I |