**Job Title:** NCS Engagement Officer - Part Time 20hrs

#### Reporting to: NCS Manager

#### Salary: FTE £18,000 Pro-rata

**Contract:** Fixed term to March 2021 with potential to extend

**Location:** Redditch, Worcestershire with remote working during current circumstances

**Shift Pattern:** 3 days a week to include some early evenings and occasional weekends

We are looking for a National Citizen Service (NCS) Engagement Officer, based in Redditch. The successful candidate will be an energetic and organised person who is passionate about young people making a difference in their local community. The role requires a combination of strengths in logistics, relationship building and administrative tasks to support the wider NCS team.

**Job Purpose:**

As an NCS Engagement Officer, you will effectively manage relationships with schools, colleges and training/community providers in order to plan, facilitate and deliver recruitment and promotional activities as well as NCS’ new School Support offer to maximize NCS programme participation throughout Worcestershire. The role will also include engaging young people and parents/guardians who have been recruited to undertake the NCS programme, along with fluently operating and inputting data into our CRM Salesforce.

During delivery periods you will take on the role of a Team Leader and will work closely with a team of sessional workers to ensure the smooth delivery of the NCS programme and School Support. School Support is NCS’ current free service offered to all schools where each school can pick and choose from a variety of workshops to be delivered to their Yr11 and Yr12 students.

**Organisation Context**

YMCA Worcestershire is a Christian charity committed to supporting all young people, particularly in times of need. We are part of a worldwide Christian Movement, whose vision is to enable people to live, learn and share to build a brighter future in mind, body and spirit. We are a registered social landlord providing housing and supported services to young people and a range of community and other services at a variety of locations.

The National Citizen Service (NCS) is a government funded programme for 15-17 year old and aims to promote a more cohesive, responsible and engaged society. The NCS programme is focused on encouraging social mixing between young people from different backgrounds, local community engagement, skill development and building confidence. YMCA Worcestershire delivers this across the entire county.

**Duties and Responsibilities**

As an Engagement Officer, your main duties will include:

* Working with the NCS Programme Coordinator/NCS Manager to reach individual and team targets for the young people who express an interest in NCS
* Effective forward planning, organising and prioritising own time to meet the anticipated workloads, delivery targets and objectives
* Gathering data from each of the schools and recruitment sites and developing a targeted recruitment strategy for both young person recruitment and school support
* Monitoring volume of sign-ups generated and adjust recruitment plans accordingly
* Organizing and running presentations providing additional information on the programme to young people and their families /carers
* Managing programme administration including attendance records, data entry and evaluation
* Ensuring the CRM (Salesforce) and monitoring systems are accurate and in line with the compliance framework following each event delivered, managing of a caseload of schools including booking of recruitment events, school support and any data inputting required
* Reporting key information to the NCS Programme Coordinator/NCS Manager including audience size, engagement levels and continual interest in NCS etc.
* Building and maintaining relationships with a wide range of key stakeholders including teachers, parents/guardians and community leaders to support NCS
* Offering a high standard of service to young people, parents/guardians and stakeholders by providing appropriate and accurate information and to acting in a professional, helpful and positive manner
* Supporting in the delivery of recruitment and keep warm calls and events to ensure that young people remain committed to the programme
* Working on the programme throughout the year and delivering high quality workshops both within schools and on our independent programmes
* Assisting with the running of YMCA Worcestershire’s NCS Graduate programme (Local Action Group) when needed
* Ensuring all necessary and appropriate safeguarding, data handling, health and safety and other legal requirements are in place to protect NCS participants and staff
* Attending regular supervision sessions and all compulsory training events, both for YMCA Worcestershire and NCS, to enable all duties to be carried out effectively
* Undertaking any other duties that can be reasonably expected of you within the level of your job

**Person Spec**

To be successful as an NCS Engagement Officer, you will need:

* Five GCSEs or equivalent at Grade C or above
* Experience and/or knowledge of secondary and higher education sector or youth engagements/ local authority sector
* Experience in engaging with hard to reach young people
* Sales experience within a targeted environment and proven track record as a top performer
* Experience of delivering presentations to large audiences
* Proven track record of building positive relationships with teachers and other stakeholders
* Excellent presentation and communications skills with the ability to influence, persuade and listen
* Ability to relate well to young people from a wide range of backgrounds, engage them in activities and relate sensitively and confidentially to the needs of young people, parents and their families.

**Additional Information**

* This role is subject to an enhanced DBS check
* Regular travel will be a feature of this role, you will, therefore, need a driving licence and access to a car

Please apply by sending your CV and covering letter detailing how you meet the requirements of the role. The deadline for applications is 25th October 2020

For more information about YMCA Worcestershire please visit our website <http://ymcaworcestershire.org.uk/>