

Legacy

An **OnSide** Youth Zone

ROLE PROFILE

VOLUNTEER & STAFF TRAINING MANAGER – LEGACY YOUTH ZONE



ROLE PROFILE

POST:

Volunteer & Staff Training Manager for Legacy Youth Zone, Croydon

SALARY:

Up to £33,000 per annum

LOCATION:

Legacy Youth Zone, Croydon

REPORTING TO:

Chief Executive

LINE REPORTS:

Volunteers

CONTRACT:

Permanent, full time 40 hours per week

BENEFITS:

33 days annual leave including bank holidays; free gym access; access to OnSide's Talent Academy; Employee Assistance Programme.

KEY RELATIONSHIPS Volunteers, Core Management team, Youth Work Managers, OnSide, External Stakeholders, Young People and Parents

MAIN PURPOSE

The Volunteer and Staff Training Manager will hold overall responsibility for the volunteer strategy, and management of all volunteers, to recruit, train and support a pool of volunteers to work alongside qualified staff across the different sections of the Youth Zone and on other projects.

They will support the Youth Work Manager to develop and deliver CPD and training for sessional youth workers and staff to enable the delivery of quality youth sessions in line with operating principles and recognised youth work values and competencies.

CORE RESPONSIBILITIES

- To work within the Safeguarding Team to support any safeguarding disclosures that come in and the team, also be part of the on-call safeguarding team.
- To recruit, sign up, induct, train, develop and retain volunteers ensuring that volunteers' motivations are assessed and matched carefully with opportunities



efficiently & successfully.

- To maintain the database of volunteers, their skills, training and their work in the Youth Zone.
- Provide ongoing communication and support to the staff team, partners and stakeholders to provide a supportive working environment for volunteers.
- To maintain and lead on the volunteer reward system, ensuring volunteers have and establish procedures for evaluating and recognising the contribution of volunteers.
- Liaise with the Youth Zone staff to ensure the quality of both the work of the volunteers and the training provided dealing with issues raised by or about volunteers.
- Manage volunteer-lead projects within the youth zone.

- Work with the fundraising team to source accreditation and funding for training for volunteers, support the continuous professional development of Youth Zone staff (full time, part time and sessional youth workers).
- Create and deliver training resources to be used by the staff and volunteer team.
- Deliver appropriate training for our Young Leaders and support them on session. Work with the Youth Work Team to ensure Young Leaders are successfully fulfilling their roles as well as offering appropriate development opportunities.
- Manage the allocated budget for volunteering and training and other associated resources effectively and efficiently.
- Contribute to the effective marketing of the Youth Zone to local communities including participating in events as required and effectively using social media relating to volunteer work.
- To work within the performance framework of the Youth Zone and OnSide.
- As part of the management team, to deliver a focused, measurable contribution to the Youth Zone's overall strategic plan.
- To carry out any other reasonable duties as requested by the Chief Executive.
- Oversee Mentoring Programme and ensure its effective in its delivery.

GENERAL RESPONSIBILITIES

- Be a role model for young people and present a positive "can do" attitude.
- Take personal responsibility for own actions.
- Commit to a culture of continuous improvement.
- Work within the performance framework of Legacy Youth Zone and OnSide.
- Represent the Youth Zone positively and effectively in all dealings with internal colleagues, and external partners.
- Comply with all policies and procedures, with particular reference to safeguarding, codes of conduct health and safety and equality and diversity to ensure all activities are accessible.
- Represent the Youth Zone positively and effectively in all dealings with internal colleagues, and external partners.
- To be alert to issues of safeguarding and child protection, ensuring the welfare and safety of Youth Zone members is promoted and safeguarded, and to report any child protection concerns to the designated Child Protection Officers using the safeguarding policies, procedures, and practice (training to be provided).
- To assist with any promotional activities and visits that take place at the Youth Zone.
- To actively promote the Youth Zone and positively contribute towards increasing Youth Zone membership.

ABOUT LEGACY YOUTH ZONE

Croydon Youth Zone, named “Legacy” by local young people, was the third Youth Zone in London opened by the national charity, OnSide in September 2019. This is an exciting and unique opportunity to join a small but growing, impactful fundraising team and play a critical part in shaping opportunities for London’s young people and supporting a grass roots, committed universal youth service.

Legacy, like all OnSide Youth Zones, exists to give young people somewhere to go, something to do and someone to talk to.

Legacy’s state-of-the-art £6.5 million building on Whitehorse Road, provides young people with access to a range of activities, offering them the opportunity to try new things, meet new friends and gain support from friendly, warm and positive staff and volunteers. The facilities include a 3G pitch, a gym, sports hall, recreation area and dance, arts, music and media suites, with facilities equipped for a wide range of sporting, artistic, cultural and general recreational activities and targeted services. To access a Youth Zone, young people aged 8 – 19 (or 25 with additional needs) simply pay 50p per visit and £5 per year membership.

To find out more, please watch this video: <https://www.youtube.com/watch?v=usPODSRw7nw>

ABOUT ONSIDE

Potential is everywhere. In every home on every street, from affluent suburbs to inner-city estates. The difference is that some young people get every opportunity to explore their potential. Others don’t.

It’s about opportunity.

OnSide is a national charity that believes all young people should have the opportunity to discover their passion and their purpose. To find out what they’ve got and where it could take them.

OnSide funds and builds state-of-the-art, multimillion- pound Youth Zones in the country’s most economically disadvantaged areas. They train the amazing people that run them. And they offer continuing support via the nationwide OnSide Network of 14 Youth Zones (and growing), where colleagues can learn and grow, share their stories, and celebrate their success together.

This is passionate, properly funded youth provision, with no ifs or buts. A unique partnership between young people and their community, local authorities and private business leadership, and a growing movement of supporters who believe that how we treat the next generation defines who we are as a society.

Because when we really invest in young people, we all benefit – from who they are now, everything they might become and achieve, and everyone they might touch and inspire.

All they need is the chance to shine – an environment where they can be their best selves –and you just watch them go.

It’s about opportunity.

PERSON SPECIFICATION

Applicants will be expected to demonstrate the following experience, skills, knowledge, and attributes.

Selection Criteria*	Essential or Desirable	Method of Assessment
A = Application Form I = Interview T = Test/Personality Profile		
Experience		
Experience of recruiting, managing and motivating volunteers	Essential	A & I
Experience of leading the planning and delivery of retention programmes	Essential	A & I
Experience of designing volunteer training programmes and delivering training	Essential	A & I
Experience of developing and implementing strategies and policies	Desirable	A & I
Experience of Safeguarding and dealing with safeguarding disclosures	Essential	A & I
Educational / Vocational Qualifications		
Educated to Degree level in a relevant subject or equivalent experience	Desirable	A & I
Skills		
Ability to communicate the value of volunteers to all levels of an organisation and to create effective and productive staff / volunteer relationships	Essential	A & I
Ability to enthuse, inspire and motivate others	Essential	A & I
Ability to pay attention to detail, be thorough and organised	Essential	A & I
Ability to work on own initiative and as part of a team	Essential	A & I
Ability to work under pressure & prioritise effectively	Essential	A & I
Training and facilitation skills	Essential	A & I
Strong interpersonal and networking skills	Desirable	A & I
Excellent verbal and written communication skills	Essential	A & I
High standard of ICT skills, including the use of databases	Essential	A & I
Knowledge		
Knowledge of current trends and practices relating to volunteer recruitment, management and retention	Desirable	A & I
Knowledge and awareness of issues affecting young people	Essential	A & I
Special Requirements		
A willingness to work unsociable hours when required	Essential	A & I
Demonstrate a commitment to the goals and drivers behind The Youth Zone/OnSide	Essential	A & I
Enthusiasm and ability to contribute to the successful development of The Youth Zone.	Essential	A & I
The ability and willingness to travel to events.	Essential	A & I
Enhanced DBS clearance and commitment to Safeguarding children	Essential	A & I

APPLICATION PROCESS

To apply, please complete an application form, which can be found and submitted through our website.

Please provide the following information:

- Confirmation you are eligible to work in the UK (the successful candidate will be required to provide documentary evidence before an offer of employment is made);
- Any reasonable adjustments we can make to assist you in your application or the selection process.



This role will be based in the Youth Zone and therefore require an Enhanced DBS. Please provide the details to Jasmine Roffey in the strictest confidence.

- Do you have any unspent conditional cautions or convictions under the Rehabilitation of Offenders Act 1974?
- Do you have any adult cautions (simple or conditional) or spent convictions that are not protected as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (Amendment) (England and Wales) Order 2020?

Should you be invited for interview you will be asked to complete a self-disclosure form.

Closing date for applications: Sunday 7th May.

Anonymous Applications: We recognise our workforce is under-represented in certain areas and are committed to addressing this. Therefore, we actively encourage applicants to submit anonymous applications; this means removing names & email addresses from CVs and cover letters. The HR Lead will have this information from submissions, but this will not be available to the selection panel when they are considering applications.

For information on how Legacy processes your data, go to

<https://legacyyouthzone.org/privacy-policy/>

OUR VALUES

Legacy

An **OnSide** Youth Zone



YOUNG PEOPLE FIRST

Young people are at the heart of everything we do, inspiring and challenging us to deliver services that exceed their needs and challenge them to be the best they can be.

EXCELLENCE

We encourage ourselves and each other to be the best we can be through continuous learning and improvement, and a focus on finding solutions.



RESPECT

We act with honesty and integrity, celebrating diversity across the whole organisation and caring about each other, our young people and the Youth Zone environment.



AMBITION

We are passionate and driven in taking on new challenges, embracing new ideas and exceeding our ambitions for young people, the Youth Zones and our local communities.

COLLABORATION

We create and nurture strong, creative partnerships, working together to achieve better results and outcomes for young people.

