

ROLE PROFILE

Job title	Volunteer Recruitment and Staff Training Manager	Salary:	Up to £28,000
Reporting to:	Youth Work Manager	Holidays:	33 days including bank holidays
Location:	Barking and Dagenham Youth Zone	Hours:	40 hours – day time (flexibility required, including evenings and weekends)
Key Relationships:	Youth Zone staff, Young People, Parents, External Stakeholders, Chief Executive, Board Members		

Role purpose:

The Volunteer Recruitment 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.

Context of the post:

Youth Zones are amazing places: accessible, vibrant, welcoming, fun and caring are just some of the words used by young people to describe their Youth Zone. Future, which is opening in Spring 2019, will be no exception, and is part of the OnSide network of Youth Zones. Youth Zones are for young people aged 8 to 19, and up to 25 for young people with additional needs.

Many young people, particularly those from socio-economically deprived areas, face an endless maze of boredom, loneliness and temptation, with nowhere to go and a lack of inspiring and productive activities to occupy their leisure time. This can lead to negative impacts on their health, educational attainment and career prospects. These are the young people that will shape the country's future prospects. It is this paradox that lies at the heart of OnSide's drive to establish a national network of Youth Zones; a proven model of youth service provision that is aligned to community needs and supported by cross-sector funding. Youth Zones give 8-19 year olds, and up to 25 for those with a disability, affordable access to a broad range of sport, arts and employability services, designed to help them lead active, positive lives and raise their aspirations for themselves and their community.

Future Youth Zone is centrally located, dedicated to young people and makes a bold statement about the importance of giving young people high quality places to go in their leisure time. Open 7 days a week, at weekends and during school holidays, the Youth Zone's purpose is to help young people grow to be happy, healthy and successful adults. The state-of-the-art £6.5 million building will provide young people with access to a range of activities, all offering young people 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 and recreation area, and dance, arts, music and media suites.



We are looking to recruit an experienced manager, with a positive, “can do” attitude with solid experience in recruiting, managing and motivating volunteers to deliver high quality, open access youth work.

Duties and Responsibilities - General

- 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 Future 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

Duties and Responsibilities - Detailed

- To develop, deliver and review the volunteer recruitment strategy across the borough to meet the target number of 100+ high quality volunteers active in the Youth Zone
- To develop a robust, compliant and efficient system to recruit, sign up, induct, train, develop and retain volunteers ensuring that volunteers’ motivations are assessed and matched carefully with opportunities
- To establish and maintain a 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 develop a volunteer reward system 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
- Work with the Youth Work Manager 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) by developing and delivering a programme of targeted and relevant training on youth work practices and policies including organisational specific policies, procedures and quality standards.
- Develop and deliver appropriate training for our Young Leaders and Peer Mentors
- 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;

What will success look like?

The successful candidate, in the first 12 months, will have: -

- Recruited, trained and inducted approximately 60 - 100 volunteers across the Youth Zone
- Created and implemented an effective marketing plan to promote the work of the Youth Zone's volunteers
- Established a robust database to keep thorough records of the training and skills of volunteers

The job holder will be required to adhere to the Youth Zone's policies at all times, with particular emphasis on Equal Opportunities and Safeguarding. Attendance at events and conferences will sometimes be required.

Person Specification

	Essential	Desirable
Experience		
Experience of recruiting, managing and motivating volunteers	✓	
Experience of leading the planning and delivery of retention programmes	✓	
Experience of designing volunteer training programmes and delivering training, including for those with low levels of literacy	✓	
Experience of developing and implementing strategies and policies		✓
Educational / Vocational Qualifications		
Educated to Degree level in a relevant subject or equivalent experience		✓
✓	✓	
Skills		
Ability to communicate the value of volunteers to all levels of an organisation and to create effective and productive staff / volunteer relationships	✓	
Ability to enthuse, inspire and motivate others	✓	
Ability to pay attention to detail, be thorough and organised	✓	
Ability to work on own initiative and as part of a team	✓	
Ability to work to under pressure & prioritise effectively	✓	
Training and facilitation skills	✓	
Strong interpersonal and networking skills		✓
Excellent verbal and written communication skills	✓	
High standard of ICT skills, including the use of databases		✓



Knowledge		
Knowledge of current trends and practices relating to volunteer recruitment, management and retention	✓	
Knowledge and awareness of issues affecting young people		✓
Personal Attributes		
Demonstrate a commitment to the goals and drivers behind The Youth Zone/OnSide	✓	
Enthusiasm and ability to contribute to the successful development of The Youth Zone.	✓	
A willingness to work unsociable hours when required	✓	
DBS clearance and committed to Safeguarding children	✓	
The ability and willingness to travel to meetings and events both in the region and beyond	✓	

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The role will initially be based in temporary offices at Coventry University, Dagenham, until the opening of the Youth Zone in early 2019.

Remuneration package

Salary: Up to £28,000 per annum dependent on experience
 Holidays: 33 days per annum (inclusive of bank holidays)

The strength of the OnSide Network of Youth Zones is the diversity of its people, we place huge value on different people doing things in different ways and we welcome applications from what might be considered none traditional backgrounds. The one thing we all have in common is our desire to raise the aspirations of young people across the country. Future Youth Zone is also committed to the safeguarding of young people. This post is subject to a DBS check.



OnSide Youth Zones Values

As a Youth Zone community our values provide us with cohesion as a group. We celebrate our differences; however these values help ensure our actions, behaviour and motivations as colleagues and volunteers reflect our shared vision.

1. Serving Young People

- Focus on serving young people
- Continuous improvement in the service we offer
- Building relationships

We are dedicated to the development of young people and shall always strive to provide them with an environment and activities that will best inspire and develop them; that can deliver the 'wow' factor and leave a lasting impression. We shall work to high standards and go the extra mile to build strong, positive relationships with young people. We welcome all young people as they are, and support them to make good decisions, ensuring their changing needs remain at the heart of our services.

2. Can-Do Approach

- Getting results
- Motivating others
- Determination

We shall deliver exceptional results through our passion and energy, pushing the bar higher. We will encourage ourselves and others to take on new challenges, whilst offering support and seeking advice at times, with a real pride in what we do. We must be resilient and determined to achieve our goals. We all understand that sometimes we will not get there but often we will achieve spectacular success.

3. Teamwork

- Openness
- Supporting others
- Valuing and respecting others

In our network every job and volunteer role is important. We value each person and his or her job as much as we value our own. We recognise the efforts of others, whether seen or unseen. We strive to be a team of high quality coaches; sharing our experience and best practice across the network and in turn benefiting from the experience of others.

We should encourage different views to our own, and support colleagues in their decisions irrespective of their outcome. We should be able to challenge colleagues openly, speaking up on controversial issues without fear. Therefore, our relationships will develop with each other based on trust, respect and dignity.

4. Doing it Right

- Acting with integrity
- Constant personal improvement
- Developing others

We are passionate about doing it right and are happy to seek specialist help when needed. We will train and be trained. We encourage learning and development and will achieve ever-increasing personal competence resulting in a culture of constant improvement and professionalism.

5. Innovation Friendly

- Innovative environment
- Individual creativity

We want to provide an environment that generates innovative ideas and solutions; we are trailblazers. We wish to encourage employees, volunteers and young people to experiment with process