**Job Description**

**Job Title: NCS Co-ordinator Reporting to: NCS Manager**

**Location: Crawley**

**Salary: £19,000 to £24,000 depending on experience**

**Hours of work: 40 hours per week**

**Annual Leave:** 20 days plus bank holidays

**Closing Date:** To apply please send in your CV and covering letter to [community@crawleytownfc.com](mailto:community@crawleytownfc.com) by Friday 8th November 5pm.

Interviews week commencing Monday 11th November.

**Introduction:**

Crawley Town Community Foundation has successfully delivered the NCS contract in Crawley for the past 4 years. NCS brings together young people from different backgrounds and helps them develop greater confidence, self-awareness and responsibility.

It encourages personal and social development by working on skills like leadership, teamwork and communication, and helps build skills for work and life, whilst taking on new challenges and making new friends.

The role will require some evening and weekend working as well as being part of programme delivery during Summer & Autumn seasons.

**Purpose of the Role:**

Support the NCS Manager and Team deliver a high quality NCS Programme

**You will:**

* Engage with young people and their Parents/Guardians wishing to participate on the NCS programme
* Be responsible for managing pre-programme and on programme attrition
* Recruit and manage/support the management of seasonal staff
* Act as the main point of contact with Young People and Parent/Guardians.
* Support the Manager in the management of expenditure and budgets
* Be the lead person who designs the NCS programme timetable

**Main Roles and Responsibilities**

1. Deliver a robust and engaging keep warm strategy to minimise pre-programme attrition
2. To monitor and record on designated CRM system young person’s engagement with NCS in order to quickly identify young people at risk of not participating on programme
3. To support with the recruitment of young people to the NCS programme
4. Act as the main point of contact for young people who have signed up to the NCS programme, as well as their parents/guardians
5. Ensure welcome and information packs all relevant NCS communications are sent to young people and their parent guardians at the appropriate times as agreed in the keep warm strategy
6. Complete home visits to young people who meet the requirements of needing a home visit as set out by the EFL Trust
7. Embed the Programme Quality Framework into all recruitment, engagement and delivery activities.
8. To design and deliver a high quality NCS programme, ensuring it adheres to the NCS Programme Quality Framework
9. To understand and manage your own performance against contractual KPIs
10. To complete the NCS programme delivery timetable, ensuring submission deadlines and agreed content and timetable templates are adhered to
11. To act as Wave Leader during the delivery of NCS programmes, adhering to the Wave Leader roles and responsibilities at all times when acting in this role.
12. To support in the recruitment, training and supervision of seasonal delivery staff.

1. To develop and maintain relationships with local voluntary organisations to support young people on Social Action Project.
2. To promote and manage the extension phase of NCS to graduates post programme and develop further opportunities for them to engage, develop and be active in their community.
3. Ensuring the volume of graduates engaging with NCS / wider voluntary opportunities meets the contractual benchmark as set by EFL Trust
4. To understand and comply with the safeguarding of young people, staff, the NCS contract and the organisation.
5. To attend regular team and organisation meetings reporting key performance achievements/areas for improvement.
6. Deputise for the NCS Manager when appropriate
7. Any other duties as reasonably requested by the line manager/organisation.

**Personal Specification**

**Essential Skills**

1. To have a good knowledge of the NCS programme and its outcomes
2. Good administrative skills.

1. Experience of working of data inputting and working with a CRM system.

1. Knowledge of adhering to GDPR
2. Excellent communication skills.

1. Experience of working with young people, particularly 15-17 year olds.

1. Experience of working in education/voluntary/community settings.

1. Ability to relate well to young people from a wide range of backgrounds, engage them in activities which support their development and relate sensitively and confidentially to the needs of young people, parents and their families.

1. Ability to enage with Parent/Guardians to ensure their buy in of the NCS programme

1. To have a good understanding of your local community and voluntary organisations that work within them.

1. Experience and/or knowledge of secondary and higher education sector and/or local Authority programmes that support young people

1. To be innovative to meet the needs and interests of graduates post programme.

1. A commitment to safeguarding and health and safety.

1. An ability to work to personal targets.

1. A commitment to supporting young people, and the principles of equality and diversity.

1. Ability to work on independently and as part of a team.

1. Excellent communication skills including written, telephone and interpersonal skills.
2. Proven planning and organisation skills.
3. A clean driving licence and access to a car