

ROLE PROFILE

Job title	NCS Programme Leader – Fixed term position for Summer programme 2018 (four weeks)	Contract	Support
Salary	£2,040 all-inclusive payment	Hours & Basis	Please see attached sheet; flexibility required
Report to (direct)	NCS Project Manager	Report to (indirect)	

Primary purpose of role	
<p>To lead a wave of teams, each containing two members of staff and up to 15 participants through a variety of activities on the NCS programme. This includes two consecutive residential stays: one at an outdoor adventure centre and one in University style accommodation and concludes with the two week social action project phase where young people plan and deliver their own community action project.</p>	
Job Dimensions	Key relationships
<p>Direct reports include</p> <ul style="list-style-type: none"> N/A 	<ol style="list-style-type: none"> 1) Project Manager 2) Team Leaders 3) Team Mentors 4) Outdoor Instructors 5) University of Nottingham Staff 6) Members of the community 7) Young people and their parents
Key role responsibilities and deliverables	
<ul style="list-style-type: none"> • Lead all aspects of the NCS Programme for a wave of between 3 - 6 teams. • Be the central point of contact for the NCS programme during all phases and to work with centre and residential managers, outdoor instructors and colleagues to ensure the smooth, effective and safe delivery of the programme. • Oversee team leaders and mentors and co-ordinate their work activities in accordance with the NCS programme and timetabled activities. • Support staff throughout the programme, including providing relevant feedback reflecting on performance and other individual development needs. • Ensure staff deliver high quality guided reflection sessions, in accordance with the NCS ethos and directly lead sessions when necessary. • Ensure team leaders and team mentors take appropriate action with regards to the management of participant behaviour, attendance and performance, taking considered direct action when and where deemed necessary. • Be the first point of communication with parents/guardians and maintain effective lines of communication throughout all phases of the programme. • Provide first aid cover • Organize bedroom plans for both phase 1 and phase 2 (this should be planned whilst away on phase 1 residential). • Organise and chair daily team briefings and other ad-hoc staff meetings to ensure all teams are organized and prepared. During phase three this may need to be conducted by phone or Skype etc depending on the locations of the teams. • Supervise the on-site staff team during phase 1 to organise and deliver an inclusive and diverse programme of risk assessed evening activities and ensure all participants are engaged. 	

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- If necessary, transport injured or ill participants to local doctors or hospitals and, if repatriation is deemed necessary, be prepared to transport participants to their home address
- Co-ordinate and direct delivery of phase 2 workshops and activities whilst at the University of Nottingham.
- Take responsibility for the collection, distribution and safe return of all residential keys during phase 2 (remind YP a £20 fee is payable if they lose their keys)
- Understand the behavioural and motivational needs of young people and implement and utilise the positive behaviour management principles and strategies, outlined in staff training to establish and maintain a safe and positive environment for all participants.
- Ensure that all incidents and accidents are dealt with in accordance with policies and procedures and promptly reported to the NCS / PHAROS office, as appropriate.
- Be “on call” during the residential trips and design and implement a staff rota to ensure night duty is covered.
- Provide updates as agreed with the Project Manager.
- Provide support to team leaders and team mentors during phase 3: the social action project, ensuring all activities are thoroughly planned and risk assessed, as appropriate. Monitor activities through the construction of an appropriate timetable. Endeavour to visit each team at least once each day and keep in regular communication with team leaders via telephone and email.
- Ensure team leaders and team mentors are proactive with organising and producing a video for their team’s graduation ceremony.
- Ensure all administrative duties are promptly completed and especially that all registers are accurately completed. Turn ups on day 1 of phase 1 must be telephoned confirmed to Project Manager. Neat and accurate registers must be provided to Project Manager at the end of each week.
- Carry out regular equipment checks and keep an inventory of all on-site recreational equipment to guard against loss or damage.
- Ensure all policies and protocols are followed in line with the NCS Staff Handbook with regards to safeguarding of participants, health & safety and equality & diversity.
- Act professionally at all times in accordance with the guidelines of the programme and positively promote the NCS programme at all times, especially when in contact with all external parties.
- Any other duties commensurate with salary and responsibility.

Nova Education Trust Responsibilities and Deliverables

- To provide a professional customer service to both internal and external customers.
- To ensure that quality standards are set, monitored and reviewed in all areas of our work
- To demonstrate flexibility in responding to changing demands in personal, sectional or Nova’s workload.
- To take responsibility for one’s own professional development and continually update as necessary.
- To lead the development and implementation of Nova’s CPD approach and continuously improve the feedback from the departmental staff on its impact.
- To comply with all relevant policies and to assist in the development of Inclusive practices to make reasonable adjustments under the Equal Act.
- To comply with all Health and Safety policy, Safeguarding and Risk Assessment policy and legislation in the performance of the duties of the post.

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- To take reasonable care of your own health, safety and welfare and that of any other person who may be affected by your actions or omissions whilst at work. You are also required to co-operate with Nova to enable it to fulfil its legal obligations. Appropriate information, instruction, training and supervision will be provided to enable you to perform your duties in a manner that is deemed safe and without risk to health.
- To comply with all aspects of the Data Protection Act.
- To adhere to the Nova Computer Network Acceptable Use Policy.
- To undertake dynamic risk assessments during your working practice and ensure formal RAs are carried out for any ongoing activity.

Capability requirements (E = Essential, D = Desirable, A = Application, I = Interview, AC = Assessment Centre)		
• Experience of working with the young people from different sections of the community in a professional capacity	E	A/I/AC
• Experience and/or in-depth knowledge of working on NCS programmes	E	A/I/AC
• Experience of managing others in a work environment	E	A/I/AC
• Confidence to chair staff briefings and/or meetings	E	A/I/AC
• Have understanding of delivering effective customer care	E	A/I/AC
• Ability to manage challenging behaviour	E	A/I/AC
• Experience of residential work in a professional capacity with young people	E	A/I/AC
• Experience of supporting young people to enable them to reach their full potential	E	A/I/AC
• Ability to form a rapport with young people and colleagues	E	A/I/AC
• Ability to maintain appropriate personal boundaries with young people	E	A/I/AC
• Ability to work independently and manage time effectively in conjunction with the NCS programme	E	A/I/AC
• Flexibility to work at any reasonable location/additional hours when required	E	A/I/AC
• Committed to young people's personal and social development and to providing opportunities which enable them to reach their full potential	E	A/I/AC
• Promotes and works in accordance with NCS values and ethos	E	A/I/AC
• Demonstrate working with an empathetic approach in difficult situations	E	A/I/AC
• Commitment to quality and excellence through evidence of continuous professional development	E	A/I/AC
• An understanding of TAG's commitment to Equality and Diversity	E	A/I/AC
• Demonstrate an understanding of relevant safeguarding/child protection issues	E	A/I/AC
• Knowledge of how to implement health and safety risk assessments	E	A/I/AC

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Qualification Requirements (E = Essential, D = Desirable, A = Application, I = Interview, AC = Assessment Centre)		
• Level 2 Maths	E	A/I/AC
• Level 2 English	E	A/I/AC
• Relevant level 3 qualification	E	A/I/AC
• A full driving licence, with access to a car suitable for use on business	D	A/I/AC
• A recognised First Aid qualification	D	A/I/AC
Essential Competencies (E = Essential, D = Desirable, A = Application, I = Interview, AC = Assessment Centre)		
• Proven ability to work on own initiative	E	A/I/AC
• Excellent interpersonal and communication skills	E	A/I/AC
• Proven experience of excellent team work and collaboration in stressful situations	E	A/I/AC
	E	A/I/AC
• A positive, enthusiastic and 'can do' approach to work	E	A/I/AC
• Independent working	E	A/I/AC
• Time management	E	A/I/AC
• Flexibility	E	A/I/AC
• Empathetic	E	A/I/AC
• Dealing with ambiguity	E	A/I/AC
• Communication	E	A/I/AC
• Resilience	E	A/I/AC