



Role Profile: Youth Work Manager

Reporting to: Chief Executive

Responsible for: Senior Youth Workers and Youth Work Delivery

Location: Carlisle Youth Zone, Victoria Place, Carlisle

JOB PURPOSE:

- To manage Carlisle Youth Zone's youth work provision and the team of staff and volunteers who deliver it
- Accountable for the effective running of the core provision of the three clubs, Junior, Senior and Inclusion
- To quality assure all youth work provision by setting and maintaining high standards
- To ensure that the Youth Zone provides a fun, supportive, safe, inclusive and positive place which attracts and retains young people from across the City and beyond, and which motivates and raises young people's aspirations.

MAIN DUTIES AND RESPONSIBILITIES:

Carlisle Youth Zone (CYZ) Youth Work Manager has responsibility for the planning, delivery and development of all youth work in CYZ. The position will be based at the Carlisle Youth Zone, Victoria Place, Carlisle. In addition to the overall management of youth work, duties will include:

- Ensure quality planning and delivery in the 3 core clubs: Junior, Senior and Inclusion at CYZ and ensure delivery is fun, safe, challenging and developmental.
- Operate at a senior management level. Together with the members of the Senior management team, establish links and delivery packages to the wider district/rural parts of Carlisle to ensure that young people can benefit and have access to Carlisle Youth Zone resources.
- Deputise for the Chief Executive as and when required.
- Ensure the integration of sport, drama, music, dance and arts and crafts provision into session planning and delivery, both on and off site.
- Ensure the quality delivery of youth work on off-site programmes and projects.
- Manage and develop teams of staff, including part time youth workers and volunteers, and support and coach them to achieve their full potential within their given roles within the CYZ appraisal systems.
- Ensure the participation of young people and their ideas contribute fully in the planning and delivery of sessions, projects and activities.
- Work with young people during Youth Zone sessions.



- Develop systems to ensure that provision is of the highest quality and achieves positive outcomes for children and young people.
- Manage budgets associated with the areas of delivery in the Youth Zone.
- Manage the day-to-day operations at the Youth Zone, ensuring that policies and procedures are appropriate and adhered to.
- Work with and in the community to market the Youth Zone, inviting young people to the Youth Zone and securing community support, engagement and partnerships
- Keep the Youth Zone looking exciting and ensure that the atmosphere is consistent with Carlisle Youth Zones' values and principles.
- Accountable for the resolution of difficulties, complaints and issues during Youth Zone sessions.
- Ensure that all CYZ equipment is properly maintained and accounted for.
- Ensure that all projects and activities operate within the strategic objectives and principles of Carlisle Youth Zone ensuring due consideration is given to safeguarding, health and safety, inclusion and equal opportunities.
- Responsible for the process of feedback and review of the Youth Zone's delivery including overall responsibility for maintaining the Management Information System.
- Develop systems and procedures to measure performance in order to demonstrate the impact of the Youth Zone and ensure continuous improvement of delivery.
- Develop relations and partnerships within the city and beyond, exploring areas for joint working where appropriate.
- Network at a senior level with key partners, stakeholders and supporters, in order to maintain relations at the highest level to secure significant contribution and support.
- Deliver a focused, measurable contribution to the Youth Zone's overall strategic plan.
- Responsible for the promotion and development of best youth work practice, ensuring compliance with statutory guidance and opportunities with national policy.

This is a unique role at the centre of an exciting organisation. It will be stimulating, challenging and incredibly rewarding.

PERSON SPECIFICATION:

| | Essential | Desirable |
|--|------------------|------------------|
| Knowledge & Experience | | |
| A professional qualification in Youth Work | ✓ | |
| A passion for youth work and a minimum of 5 years' experience | ✓ | |
| A management qualification or at least three years recent experience | | ✓ |
| Effective people management, supervision and coaching skills | ✓ | |
| Experience of learning and coaching activities | | ✓ |
| Experience of managing staff and volunteers | ✓ | |
| Experience of programming a diverse range of activities for young people | ✓ | |
| Experience of planning, delivery and evaluation | ✓ | |



| Skills | | |
|---|--------|---|
| Excellent communication, relationship building and interpersonal skills | ✓ | |
| IT literate | ✓ | |
| Good organisational skills with the ability to think strategically and the flexibility to adapt to circumstances | ✓ | |
| Ability to relate to young people from all backgrounds | ✓ | |
| Ability to work under pressure | ✓ | |
| Ability to work with initiative, enthusiasm and self-motivation | ✓ ✓ | |
| Strong negotiation skills | | ✓ |
| Proven record in project management | | ✓ |
| Personal Qualities | | |
| Non-judgemental and inclusive approach to youth work | ✓ | |
| Ability to care about and be sensitive to both individuals and the community needs | ✓ | |
| Good interpersonal skills | ✓ | |
| Creative and solution orientated | ✓ | |
| Demonstrate a commitment to the values, principles and goals of Carlisle Youth Zone | ✓ | |
| The ability to cope with multiple demands and deadlines, the ability to work fast and to a consistently high standard | ✓ | |

GENERAL

The hours of work are those necessary to fulfil the requirements of the position. This will involve working unsocial hours in evenings and at weekends during Youth Zone sessions or at events, and also working during the day.

In accordance with our Child Protection and Safeguarding procedures, this position requires an enhanced CRB check.

REMUNERATION PACKAGE

Salary: up to £32,000

Holidays: 25 days + public holidays
(Some bank holiday working maybe required)

Pension: Eligible, after 6 months' service, to join the OnSide Group Personal Pension scheme. 3% of salary is contributed by the Youth Zone, if the employee contributes 3% or more.



Job Ref: 02/2012/YWM

Context of the post:

An opportunity to use your skills and experience to bring lasting benefit to the lives of Carlisle's young people

The Carlisle Youth Zone was the first of five Youth Zones initiated by OnSide North West charity.

Youth Zones are modelled on the highly successful Bolton Lads and Girls Club, and are developed to meet local needs in other towns and cities in the North West. It is driven by private sector business leaders and as a charity is funded by Business partners, public sector grants, commissioned contracts, other grants and donations.

Carlisle Youth Zone benefited from a one off £5m grant to build a state-of-the-art facility for a wide range of sporting, artistic, cultural and general recreational activities and targeted services for young people aged between 8 and 21.

We aspire to be open 7 nights a week, at weekends and during school holidays, the Youth Zone will provide a safe meeting place for young people, particularly those from disadvantaged backgrounds, where they can, for a nominal entrance fee, participate in a wide range of positive activities. The Youth Zone will also run other targeted projects to improve the lives of those with additional needs, social and emotional needs and vulnerable young people in the area. They will employ professional staff and will recruit and train volunteers to work with them.

The Youth Zone is entirely independent of the Richard Rose Central Academy and other schools and colleges, but we strive to work in partnership with them and other youth service providers. The three-storey building, is an open, bright and attractive environment to enable young people to chill and socialise alongside opportunities to engage in sport and fitness with access to a quality gym, dance and performing arts spaces, pool tables, table tennis and a wide range of team sports. Personal development is encouraged by using the IT facilities and enterprise support. Creativity is also encouraged through art and craft and the sound studio. There are opportunities to develop both skills and knowledge contributing to health and well-being through cooking and access to supervised kitchen facilities, in addition to the café providing subsidised hot meals and tuck shop. Some sports facilities including the sports hall with climbing wall and outdoor all-weather pitches are shared with the Academy.

Carlisle has a high employment/low wage economy and this has had a major impact on many young people, leading over the past 25 years to increasingly poor levels of engagement in education for low-achieving pupils. The Youth Zone's aim is to raise young people's aspirations by involving them in positive activities that they enjoy and in which they can achieve. In order that Carlisle can be proud of its young people and they in turn are proud to grow up in and be part of Carlisle community.