

Fit For Life Youth (FFLY)

JOB DESCRIPTION

Job title	Youth Hub Lead
Salary	£40k per annum
Hours	Full time (36 hours per week)
Location	Across Kensington and Chelsea (with key responsibilities in the Chelsea area)
Responsible to	Chief Executive Officer
Responsible for	Youth Workers x 5

Purpose of the job

- To lead the delivery of high-quality varied youth hub services for 8-19yr olds in Kensington and Chelsea area, with a primary emphasis in Chelsea World's End and surrounding areas
- To develop new and engaging services that respond to needs of CYP and reflect their voice and influence in the services.
- To manage existing and seek out new resources such as paid staff and volunteers in delivering the short, medium, and long term goals.
- To maintain existing and develop new strategic relationships with key stakeholders relevant to youth services in the Kensington and Chelsea area (e.g. Chelsea Academy and other statutory education provision in the Chelsea area).
- To take an active role in income generation (e.g. fundraising) ensuring financial sustainability of the Youth Hubs
- To be Designated Safeguarding Lead for Youth Hub services

Key Responsibilities:

Management and direct delivery of youth hub services:

- To direct staff and resources and achieve smooth operations of youth club services at Lancaster Youth Hub, and Chelsea Youth Hub always ensuring activities have clear learning/beneficial outcomes that are expected by funders
- To directly deliver youth club activities as required (e.g. day to day activities, school holiday programmes, residential, trips, etc) both in Hub locations as well as in other settings.
- To develop and lead the effective delivery of a varied range of indoor and outdoor youth club activities
- To work with the Chief Executive Officer and collaboratively with the youth team, especially to champion organisation-wide positive culture, FFLY's' values and facilitate high performance, quality, accountability, learning and forward planning
- To support service delivery management in other FFLY youth provisions in Kensington and Chelsea
- To lead team working and support all direct line reports and volunteers to achieve their goals
- To embed clear, effective communication across Youth Hubs so that the youth teams feel engaged with and understand how they fit in.
- Staff management and recruitment including but not limited to staff training.

- Work with the Chief Executive Officer to:
 - Build a dynamic and fluid team that has flexibility to deliver different elements of the service as demand dictates and ensure retention and succession planning for staff and volunteers
 - Ensure all policies and procedures are being adhered to and are up to date and compliant with legal and other expectations
 - Develop and implement a 3 year youth and community programme in collaboration with young people, residents

Partnership working:

- To nurture existing, and build new strategic alliances with relevant services across the Kensington and Chelsea area such as Nxt Gen, Young K&C, and London Sports Trust to maximise opportunities and shape the delivery of services on behalf of children and young people (CYP)
- To deputise for CEO, where requested, on youth hub related work and represent FFLY at partnership settings, taking a professional approach to engaging with partners
- To proactively seek out joint working opportunities with potential partners to help further FFLY goals around delivering excellent services for CYP
- To work with Schools and alternative education services to understand needs of CYP and where possible and appropriate, develop services/activities that meet those needs
- To build on or develop new relationships with statutory education settings such as Chelsea Academy and others, to directly deliver and / or facilitate the delivery of positive interventions for CYP in those settings.

Youth voice and representation:

- To support and develop CYP so that they can articulate their views and opinions on services they are receiving, their needs, and suggestions for improvements and new services
- To support CYP to establish their own steering group to act as a consultative body for service improvement and engagement with other youth service stakeholders in Kensington and Chelsea
- To signpost CYP to opportunities where they can develop their ability to represent their interests and engage with borough and London-wide decision-makers

Compliance and safety:

- To lead on maintaining the safety and good condition of the Youth Hub premises, taking responsibility for raising issues accurately and promptly, and ensuring staff and CYP respect the premises and resources of Youth Hubs
- To lead on the securing of appropriate accreditation for the work and the operational policies and procedures of Youth Hubs
- To be the Designated Safeguarding Lead across both Chelsea Youth Club and Lancaster Youth Hubs

- To report all safeguarding issues and incidents impacting CYP to the Chief Executive Officer and implement incident action plans as per policy of FFLY
- To appropriately safeguard any young persons who are identified to be at risk
- To lead and promote a positive health and safety culture, ensuring, as far as practicable, that activities are carried out under appropriate supervision and in accordance with the Health and Safety policies and procedures. Subject to requirement, be the Fire Warden and / or First Aider

Performance management:

- To undertake one to one supervision with all direct line reports ensuring individual targets are being met and staff are undergoing continuous professional development
- To lead the collection, collation and reporting of data, reports, testimonies, case studies on delivery of services to Chief Executive Officer and other senior staff in FFLY
- To lead on the completion of monitoring reports from funders for both Youth Hubs
- To report on delivery of sessions, including managing attendance records using the FFLY dedicated system
- To assess and monitor CYP to track their progress and evidence the impact of Youth Hub services
- To ensure all direct line reports are logging their work hours using appropriate systems or processes

Other duties:

- To act as a role model for CYP, inspiring them to engage in the services
- To support service delivery management in other FFLY youth provisions in Kensington and Chelsea as directed
- To undertake all duties in accordance with FFLY equalities policies and procedures
- To undertake any other duties commensurate with the job role and directed by the line manager
- To be flexible in undertaking tasks and occasionally work across the organisation (in other locations as directed)



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PERSON SPECIFICATION

Youth Hub Lead

Requirements	Essential (E)/ Desirable (D)	Measured by
Education/Training/Qualification		
A recognised youth work national qualification.	E	Application
Safeguarding Level 3 First Aid at Work Health and Safety	D	Application
Experience		
At least 2 years' experience of leading youth club services with responsibility for managing resources such as staff and volunteers.	E	Application form and Interview
Experience of working with children and CYP in a youth club setting in an urban area delivering typical programmes such as day to day to youth club activities, holiday programmes, and residential/trips.	E	Application form
Experience of leading and directing administration of youth club services, including monitoring performance through internal systems and processes as well as through expectations from funders.	E	Interview

Knowledge/Skills/Abilities		
Excellent customer service skills in dealing with the public including managing difficult conversations with adults and CYP.	E	Interview
Knowledge and understanding of Health and Safety, risk assessment and safeguarding procedures relevant to working in a youth club/youth services setting (as applicable to CYP and staff).	E	Application form/Interview
Ability to understand and work with strategic aims to achieve long term goals effectively.	E	Interview
Ability to work across different types of organisations, taking a strategic approach to building relations and supporting joint working.	E	Interview
Good IT skills, including proficiency in Google Docs/Sheets, Google Drive, Microsoft Word, Outlook, and Excel.	E	Interview
Ability to remain calm and focused under pressure and deal with competing priorities.	E	Application form / Interview
Ability to use digital apps to record and report on activities.	E	Application form/Interview
Ability to maintain a professional working relationship with staff, clients, volunteers and partner organisations.	E	Application form / Interview
Ability to work independently and as part of a team.	E	Interview
Ability to motivate staff and volunteers and bring people together to achieve common goals.	E	Interview
Excellent understanding of safeguarding, child protection and working within a code of conduct.	E	Application
Good written and verbal communication skills.	E	Application form / Interview

Knowledge of policies and practices to enable youth club and related services to meet its legal responsibilities towards CYP, staff, and volunteers.	E	Application form / Interview
Knowledge and understanding of income generation through grant fundraising.	D	Application
Other		
Ability to work unsocial hours on a regular basis, notably evenings and weekends.	E	Application form / Interview
Willingness to undergo a fresh (enhanced) Disclosure and Barring Service check.	E	Post interview