## Role Profile

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| **Job title** | **Membership & Attendance Co-ordinator** | **Salary:** | Up to £23,000 (pro rata to 40 hrs)) |
| **Reporting to:** | Head of Youth Work / Chief Executive | **Holidays:** | 33 days including bank holidays |
| **Location:** | Wirral Youth Zone | **Hours:** | 24 hours per week (including evenings & weekends) |
| **Key Relationships:** | Youth Zone staff (especially outreach team), young people, parents, schools, local authority, transport providers, infrastructure organisations, other key partners and local stakeholders  |

**Job Purpose:**

To ensure target membership, attendance and engagement numbers are achieved and in doing so are diverse, representative of the local community and include the hardest to reach young people.

**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. Wirral Youth Zone, which opened in April is no different. Youth Zones are for young people aged 8 to 19, and up to 25 for young people with additional needs. Wirral Youth Zone is part of the growing OnSide network alongside Bolton, Blackburn, Manchester, Oldham, Carlisle, Wigan and Wolverhampton.

Wirral 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 and has big ambitions to be a flagship for quality youth provision. 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 million building provides 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.

**Values and Aspiration**

The young people’s chosen name “The HIVE” represents the aspirations and values that young people feel the Youth Zone should stand for. The Youth Zone is a ‘hive’ of activity, adventure and fun for all young people where they can try new experiences and learn new skills. The Hive is a place where young people can reach their full potential, grow their dreams and achieve their goals. It is a safe and supportive community for young people to belong and be themselves.

We are looking for someone who can deliver on the young people’s aspirations and who:

* Is a positive role model for young people who believes and recognises young people’s potential
* Has positive and “can do” attitude
* Takes responsibility for their own actions
* Is committed to a culture of continuous improvement and subscribes to a “tonight’s better than last night” philosophy
* Is willing to go the extra mile to ensure great provision for young people

**Duties and Responsibilities – General**

* Work within the performance framework of Wirral Youth Zone and OnSide
* Represent Wirral 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
* To adhere to Wirral Youth Zone policies at all times, with particular reference to Health and Safety, Safeguarding and Equal Opportunities

**Duties and Responsibilities - Detailed**

* To analyse data in order to identify areas of lower membership, attendance or ongoing engagement giving particular consideration to geographic areas and specific groups, e.g. LGBT, disability, ethnic minorities, looked after children etc.
* To identify barriers to membership, attendance and engagement
* To develop plans to overcome barriers which may include; perception, misinformation, transport, finance, fear, programme content etc.
* To ensure plans both influence and be influenced by direct outreach work with young people
* To engage with a wide range of individuals, partners, agencies etc. in the exploration, development and delivery of plans and solutions, e.g. police, transport providers, schools, residents’ groups, local authority, Youth Zone team, other youth work providers and most importantly young people
* To coordinate the delivery of solutions
* To contribute to monitoring and evaluation to ensure a consistently high quality of work and to demonstrate the impact of the Youth Zone.
* To contribute to the development and management of robust partnerships with a wide range of organisations for the benefit of young people.
* To represent the Youth Zone within the community, make presentations and attend networking opportunities
* To work strategically with infrastructure organisations, consortia, local authority etc.
* To work closely with the Senior Management team to agree and resource proposed projects
* To carry out any other reasonable duties as requested by management

**Special Requirements**

* This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS)
* A willingness to work unsocial hours during evenings and weekends is required
* The ability and willingness to travel to meetings and even

**Person Specification**

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| **Selection Criteria\***A = Application Form I = Interview  | **Essential or Desirable** | **Method of Assessment** |
| **Experience** |
| Extensive of project management and/or coordination  | Essential | A & I |
| Experience managing externally funded projects including budgets  | Essential | A & I |
| Experience of monitoring and evaluation processes | Essential | A & I |
| Experience working in partnership with external agencies | Essential | A & I |
| Proven experience of working collaboratively with colleagues in order to achieve outcomes, requirements and targets | Essential | A, I |
| Experience of youth work | Desirable | A & I |
| Proven experience of working with young people aged 8 to 19 (25 with disabilities) in a range of settings | Desirable  | A & I |
| Experience of engaging vulnerable, disengaged or hard to reach young people | Desirable  | A & I |
| **Educational / Vocational Qualifications** |  |  |
| GCSE or equivalent literacy and numeracy | Essential | A |
| **Skills** |  |  |
| Excellent communication skills to deliver activity programmes to a wide range of young people | Essential  | A & I |
| Ability to motivate and engage staff, volunteers and young people  | Essential | A & I |
| Strong commitment to young people and ability to engage and build positive relationships  | Essential | A & I |
| Ability to support planning and delivery of activities and events,  | Essential | A & I |
| Ability to coach and develop group of young people  | Essential | A & I |
| Ability to manage and organise several tasks at a time | Essential | A & I |
| Ability to take initiative as part of a team, and lead a team | Essential | A & I |
| **Knowledge** |  |  |
| Knowledge of the issues affecting young people and an ability to work with challenging behaviour and complex needs | Essential | A & I |
| Sound knowledge of the quality standards expected for the successful delivery of accredited and non-accredited activities | Essential | A & I |

\*Selection criteria for guidance only, alternative methods may be used to assist the selection process

**Wirral Youth Zone are committed to safeguarding and promoting the welfare of children, young people and vulnerable groups.**

**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.

1. **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 and service provision.

We want an environment where innovation and creativity can flourish. We want a network where there is the freedom for individuals to think differently.