## ROLE PROFILE

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| **Job title** | Volunteer and Training Manager (Maternity Cover – 9-12 months) | | | | **Salary:** | | £20,000 - £24,000 |
| **Reporting to:** | Youth Work Manager | | **Holidays:** | | | 25 days plus 8 Bank Holidays | |
| **Location:** | Wigan Youth Zone | **Hours:** | | 40 hours: daytime (flexibility required, including evenings and weekends) | | | |
| **Key Relationships:** | Youth Zone staff, Young People, Parents, External Stakeholders, Chief Executive, Board Members | | | | | | |
| **Benefits:** | Gym Access, Training offered – First Aid, Safeguarding etc. Career Development Opportunities, Access to the Onside Talent Academy, Cycle to Work Scheme. | | | | | | |

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| **Closing Date:** | 16th February 2020 N.B. Please submit applications as soon as possible as suitable applicants will be contacted before the closing date to be invited for interview. |

**Role purpose**

The Volunteer and Training Manager will hold overall responsibility for the volunteer strategy, and management of all volunteers, to recruit, train and support a pool of volunteers to work alongside qualified staff across the different sections of the Youth Zone and on other projects. They will support the Youth Work Manager and HR and Office Manager to develop and deliver CPD and training for sessional youth workers and staff to enable the delivery of quality youth sessions in line with operating principles and recognised youth work values and competencies.

**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. Wigan Youth Zone, which opened in June 2013 is no exception, and is part of the OnSide network of fourteen Youth Zones. Youth Zones are for young people aged 8 to 19, and up to 25 for young people with additional needs.

Wigan 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. Open 7 days a week, at weekends and during school holidays, the Youth Zone’s purpose is to give young people a space so they can be happy, healthy and successful adults. The state-of-the-art £6.2 million building provides young people with access to a range of activities, offering all 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 four 3G pitches, a gym, sports hall, climbing wall, training kitchen recreation area, and dance, arts, skate park, music and media suites.

**Values and Aspiration**

Wigan Youth Zone is a place of activity, adventure and fun for all young people where they can try new experiences and learn new skills. Wigan Youth Zone supports young people to reach their full potential, grow their dreams and achieve their goals.

We are looking for someone who can deliver this aspiration for Wigan’s young people and share the following values:

* Is a positive role model for young people and who believes in and recognises young people’s potential
* Has a 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 Wigan Youth Zone and OnSide;
* Represent Wigan 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 Wigan Youth Zone policies at all times, with particular reference to Health and Safety, Safeguarding and Equal Opportunities.

**Duties and Responsibilities - Detailed**

* To develop, deliver and review the volunteer recruitment strategy across the borough to meet the target number of 100+ high quality volunteers active in the Youth Zone
* To develop a robust, compliant and efficient system to recruit, sign up, induct, train, develop and retain volunteers ensuring that volunteers’ motivations are assessed and matched carefully with opportunities
* To establish and maintain a database of volunteers, their skills, training and their work in the Youth Zone
* Provide ongoing communication and support to the staff team, partners and stakeholders to provide a supportive working environment for volunteers
* To develop a volunteer reward system and establish procedures for evaluating and recognising the contribution of volunteers.
* Liaise with the Youth Zone staff to ensure the quality of both the work of the volunteers and the training provided dealing with issues raised by or about volunteers
* Work with the Youth Work Manager to source accreditation and funding for training for volunteers, support the continuous professional development of Youth Zone staff (full time, part time and sessional youth workers) by developing and delivering a programme of

targeted and relevant training on youth work practices and policies including organisational specific policies, procedures and quality standards

* Develop and deliver appropriate training for our Young Leaders and Peer Mentors
* Manage the allocated budget for volunteering and training and other associated resources effectively and efficiently
* To manage and co-ordinate the Libor project, supporting the social development and wellbeing of Service children and ex-service young people by engaging them in various activities and opportunities available at Wigan Youth Zone (12 months left on the project)
* To line-manage a part time Libor Youth Worker
* Continue to build links with Armed Forces organisations
* Contribute to the effective marketing of the Youth Zone to local communities including participating in events as required and effectively using social media relating to volunteer work
* To work within the performance framework of the Youth Zone and OnSide;
* As part of the management team, to deliver a focused, measurable contribution to the Youth Zone’s overall strategic plan;
* To carry out any other reasonable duties as requested by the Chief Executive;

The job holder will be required to adhere to the Youth Zone’s policies at all times, with particular emphasis on Equal Opportunities and Safeguarding. Attendance at events and conferences will sometimes be required.

**Person Specification**

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|  | **Essential** | **Desirable** |
| **Experience** | | |
| Experience of recruiting, managing and motivating volunteers | ✓ |  |
| Experience of leading the planning and delivery of retention programmes | ✓ |  |
| Experience of designing volunteer training programmes and delivering training, including for those with low levels of literacy | ✓ |  |
| Experience of developing and implementing strategies and policies |  | ✓ |
| **Educational / Vocational Qualifications** |  |  |
| Educated to Degree level in a relevant subject or equivalent experience |  | ✓ |
| **Skills** |  |  |
| Ability to communicate the value of volunteers to all levels of an organisation and to create effective and productive staff / volunteer relationships | ✓ |  |
| Ability to enthuse, inspire and motivate others | ✓ |  |
| Ability to pay attention to detail, be thorough and organised | ✓ |  |
| Ability to work on own initiative and as part of a team | ✓ |  |
| Ability to work to under pressure & prioritise effectively | ✓ |  |
| Training and facilitation skills | ✓ |  |
| Strong interpersonal and networking skills |  | ✓ |
| Excellent verbal and written communication skills | ✓ |  |
| High standard of ICT skills, including the use of databases |  | ✓ |
| **Knowledge** |  |  |
| Knowledge of current trends and practices relating to volunteer recruitment, management and retention | ✓ |  |
| Knowledge and awareness of issues affecting young people |  | ✓ |
| **Personal Attributes** |  |  |
| Demonstrate a commitment to the goals and drivers behind The Youth Zone/OnSide | ✓ |  |
| Enthusiasm and ability to contribute to the successful development of The Youth Zone. | ✓ |  |
| A willingness to work unsociable hours when required | ✓ |  |
| DBS clearance and committed to Safeguarding children | ✓ |  |
| The ability and willingness to travel to meetings and events both in the region and beyond | ✓ |  |

**Remuneration package**

Salary: £20,000 - £24,000  
Holidays: 25 days plus 8 Bank Holidays

**Wigan Youth Zone is also committed to the safeguarding of young people. This post is subject to a DBS check.**

Closing Date: 16th February 2020 Interview Date: 20th February 2020