



ROLE PROFILE

DIRECTOR OF NETWORK SUPPORT & ENGAGEMENT



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POST:

Director of Network Support & Engagement

SALARY:

£75-80k

LOCATION:

Hybrid working: two days a week in either the Bolton or London offices (based in White City) combined with home-working and travel across our Youth Zone Network as required.

REPORTING TO:

Chief Executive Officer

RESPONSIBLE FOR:

Strategic Safeguarding Lead, Projects & Partnerships Manager, Head of Systems & Impact, Strategic Volunteer Lead, Executive Assistant and the Network Board Advisor.

CONTRACT:

Permanent: Full-time, 37.5 hours per week

BENEFITS:

Agile working with flexibility in working hours; 25 days annual leave plus bank holidays (rising to a maximum of 30 days); birthday leave, additional annual leave purchase scheme; company matched pension; company sick, maternity, paternity & adoption pay; Employee Assistance Programme, active and engaged networks to join (including Equity, Diversity & Inclusion) and access to Charity Worker discounts.



OUR COMMITMENT TO EQUITY, DIVERSITY & INCLUSION

As an equal opportunities employer, we welcome applications from under-represented groups; in particular from Black, Asian, Mixed Race & other ethnically diverse individuals, people with disabilities, and members of LGBTQ+ communities. Our dedicated ED&I Group, with support from the Senior Leadership Team, is actively promoting and advancing diversity and inclusion at OnSide, ensuring a culture where everyone can be themselves and thrive.

ABOUT ONSIDE

Potential is everywhere. In every home on every street, from affluent suburbs to inner-city estates. The difference is that some young people get every opportunity to explore their potential. Others don't.

We're OnSide, a national charity that believes all young people should have the opportunity to discover their passion and their purpose. To find out what they've got and where it could take them.

We fund and build state-of-the-art, multimillion-pound Youth Zones in the country's most economically disadvantaged areas. We train the amazing people that run them. We offer continuing support via the nationwide OnSide Network, where they can learn and grow, share their stories and celebrate their success together.

These are brand new, purpose-built spaces fizzing with energy, and crammed with incredible facilities. They are staffed by skilled and dedicated youth workers who truly believe in young people - helping them see what they could achieve, and giving them the skills, confidence and ambition to go for it.

This is life-changing support that helps tens of thousands of young people from a diverse range of backgrounds to thrive.

It's inspiring. It's empowering. And it works.

We know it works because we've been doing it for over a decade and we're in this for the long term. Every new Youth Zone is built on the know-how of the last. Every success story writes the first chapter of the next. And we're just getting started.

This is passionate, properly funded youth provision, with no ifs or buts. A unique partnership between young people and their community, local authorities and private business leadership, and a growing movement of supporters who believe that how we treat the next generation defines who we are as a society.

Because when we really invest in young people, we all benefit - from who they are now, everything they might become and achieve, and everyone they might touch and inspire. All they need is the chance to shine - an environment where they can be their best selves - and you just watch them go.

It's about opportunity.

THE ROLE

This role is a key member of the OnSide's Strategy Team, responsible for all support to Youth Zones, strengthening a shared, open and high-performance culture across the Network as it continues to grow.

Set within an innovative, young-person centred charity, this role is ideal for an individual who thrives on building strong relationships and using influencing skills to build momentum and collaboration.

Strong communication skills will be needed to build honest and respectful relationships with stakeholders at all levels across the Network, including Chairs, Trustees, CEOs and senior leaders. You will be comfortable challenging Youth Zones as a 'critical friend' and able support Youth Zones through creative problem solving.

You will be leading a multi-disciplinary team who each work within their area of expertise to provide

capability-building support to Youth Zones. This includes overseeing impact work, ensuring we have the data and evidence base needed to communicate the power of youth work delivered by Youth Zones.

You will continue work with all Youth Zones, supporting them to meet their own targets for young people's engagement and our Network DNA aspirations. This will include more effective ways to increase engagement with under-represented groups of young people, such as girls and young women.

You will bring fresh ideas and encourage innovative thinking.

As a growing and ambitious charity, we offer responsibility, variety and the chance to work with a team wholly invested in providing young people the opportunity to fulfil their potential.

KEY RESPONSIBILITIES

- Contribute as a member of the Strategy Team to the development and delivery of the Charity's vision, values and organisational purpose, ensuring that a clear understanding of the needs and priority of Youth Zones informs OnSide's decision making.
- Promote and represent OnSide as a member of the Network. Chair the Youth Zone CEO forum, ensuring it adds maximum value to the CEO peer group.
- Monitor and provide support as needed to ensure both OnSide and Youth Zones deliver according to our mutual commitments as set out in the Network Agreement, including pulling together all parts of OnSide to meet its commitments.
- Maximise the use of skills, knowledge and expertise within the Network, including effective Network-wide forums, to ensure individual Youth Zones feel supported.
- Work with Youth Zones to strengthen the high-performance culture across the Network by:
 - developing ever stronger working relationships with Youth Zones, listening to and understanding Youth Zones' perspectives
 - encouraging more transparent sharing of information across the Network, greater usage of the CEOs' Early Warning Dashboard and developing an improved information sharing platform.
 - driving a young people's engagement focus across the Network and supporting Youth Zones to achieve their own engagement targets, in line with the OnSide DNA aspirations.
 - encouraging excellent youth work and collaboration through Network-wide initiatives, residential and inter-Youth Zone events.
 - supporting Youth Zones to fully utilise the Excellence Framework (the Network's bespoke quality assurance toolkit), encouraging internal and peer challenge, fostering a culture of continual improvement.
 - working personally to strengthen governance across the Network through supporting Boards, whilst also providing support and challenge for the Network Board Advisor in their support of Chairs.
 - supporting OnSide Nominated Trustees to be professional Board members who role model good governance as they strive to progress strategic objectives of individual Youth Zones
- Communicate OnSide news, developments, etc. across the Network and communicate Network news and developments within OnSide.
- Oversee scoping and management of Network-wide projects and partnerships, providing support and challenge to the Projects & Partnerships Manager.
- To encourage effective use of volunteers by Youth Zones, providing support and challenge to the Strategic Volunteer Lead
- Provide support and challenge for the Head of Systems & Impact, ensuring high quality systems are being used effectively to support the running of the Youth Zones and are regularly reviewed for efficiency and potential improvements. Overseeing impact measurement, ensuring we have the data and evidence base needed for analyses and insights.
- Develop a deeper data culture across the Network, to oversee the analysis of our data, and to commission

and oversee external research projects to produce insights to inform operational decisions and drive fundraising, communications and public affairs activity

- Oversee safeguarding standards, audit and reporting for the Network, providing support and challenge for the Strategic Safeguarding Lead
- Support and motivate all members of the team to achieve their potential at work, and to deliver further organisational benefits such as staff retention and satisfaction.

PERSON SPECIFICATION

Applicants will be expected to demonstrate the experience, skills, knowledge and aptitudes listed below throughout the recruitment process. However, if you don't meet every single requirement but feel you have strong and relevant transferrable skills or lived experience to draw from, we encourage you to apply anyway. Why? Studies have shown that women and Black, Asian, Mixed Race & other ethnically diverse people are less likely to apply for jobs unless they meet every single criteria/competency. OnSide are dedicated to driving change and to building diverse, inclusive, and authentic workplaces, so if you're excited about this role but your past experience doesn't align perfectly **please tell us how your experience is transferrable**. You may be just the right candidate!

PERSON SPECIFICATION

Applicants will be expected to demonstrate these experience, skills, abilities and attributes.

SELECTION CRITERIA
EXPERIENCE
Experience of working alongside Boards, CEOs and senior leadership teams of Youth Zones or other similar organisations, supporting and influencing, building momentum and collaboration
Experience and ability to manage multiple work streams/projects at one time and meet various, demanding deadlines
Experience of effective, multi-disciplinary team management
Ability to think and work strategically to maximise engagement and drive high performance
Experience of safeguarding, volunteering, systems and/or impact measurement
Experience of working at Board level and an understanding of excellent charity governance
SKILLS, KNOWLEDGE AND ATTRIBUTES
Clear written and verbal communication, and excellent relationship management skills
Strong inter-personal skills that inspire confidence and credibility
Ability to hold high support and high challenge peer relationships
Ability to enthuse and motivate others, striving for excellence
Understanding of federated networks
Flexible, creative and solutions-focussed with a 'can do attitude'. Dealing with complex problems as a challenge not an obstacle!
Genuine passion for our youth focussed mission & core values
Commitment to Equity, Diversity & Inclusion
A willingness to travel & work flexibly, including some evening or weekend work

GENERAL INFORMATION

This role will be contractually based at our Bolton or London (White City) office with hybrid working; in practice this will involve working two days a week in the office, combined with home working and travel across our Youth Zone network as required. It will also require occasional overnight stays. Home working risk assessments are carried out for all employees working at home, and appropriate equipment provided.

In accordance with our Child Protection and Safeguarding procedures, this position requires a basic DBS check



APPLICATION PROCESS

Anonymous Applications: We recognise our workforce is under-represented in certain areas and are committed to addressing this. Therefore, we actively encourage applicants to submit anonymous applications; this means removing names & email addresses from CVs and cover letters. The HR Lead will have this information from submissions, but this will not be available to the selection panel when they are considering applications.

To apply, please submit a CV and one page cover letter, explaining how you meet the person specification, to hr@onsideyouthzones.org or apply via the website at

[Work with OnSide - OnSide Youth Zones.](#)

In addition, please provide the following information:

- Confirmation you are eligible to work in the UK (documentary evidence will be required before a job offer is confirmed)
- Any reasonable adjustments we can make to assist you in your application or the selection process
- How you demonstrate your commitment to equity, diversity & inclusion.



CLOSING DATE FOR APPLICATIONS: 9am, Monday 12 May 2025

INTERVIEWS:

First stage interviews (in-person):

Monday 19 May 2025

Second stage interviews (in-person):

Tuesday 3 June 2025

There will also be a short, values-based phone interview around the second stage.

For information on how OnSide processes your data, go to
[OnSide Youth Zones Job Applicant Privacy Notice - OnSide Youth Zones](#)



OUR VALUES



YOUNG PEOPLE FIRST

Young people are at the heart of everything we do, inspiring and challenging us to deliver services that exceed their needs and challenge them to be the best they can be.

EXCELLENCE

We encourage ourselves and each other to be the best we can be through continuous learning and improvement, and a focus on finding solutions.



RESPECT

We act with honesty and integrity, celebrating diversity across the whole organisation and caring about each other, our young people and the Youth Zone environment.



AMBITION

We are passionate and driven in taking on new challenges, embracing new ideas and exceeding our ambitions for young people, the Youth Zones and our local communities.

COLLABORATION

We create and nurture strong, creative partnerships, working together to achieve better results and outcomes for young people.

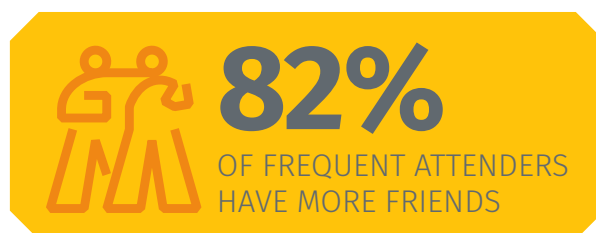




PROVEN IMPACT



GIVE YOUNG PEOPLE A SAFE EXCITING PLACE TO GO TO HAVE FUN,
BUILD THEIR SOCIAL NETWORKS AND SUPPORT THEIR PERSONAL DEVELOPMENT



HELP YOUNG PEOPLE LEAD HEALTHIER, HAPPIER LIVES

