## ROLE PROFILE

|  |  |  |  |
| --- | --- | --- | --- |
| **Job title** | Volunteer Recruitment and Staff Training Manager | **Salary:** | £25,000 - £28,000 |
| **Reporting to:** | Chief Executive | **Holidays:** | 33 days including bank holidays |
| **Location:** | Hideout Youth Zone, Gorton, Manchester | **Hours:** | 40 hours – (flexibility required, including evenings and weekends) |
| **Key Relationships:** | Chief Executive, Youth Zone Staff, Young People, Parents, External Stakeholders, Chief Executive, Board Members, OnSide team | | |

**MAIN PURPOSE:**

* The Volunteer Recruitment and Staff 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.
* The role will support the Head of Youth Work 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:**

**OnSide Youth Zones**

OnSide Youth Zones, established in 2008, has been growing rapidly and has ambitious plans to create 100 Youth Zones in towns and cities, giving young people somewhere safe and inspiring to go in their leisure time. 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.  Hideout, opening in Spring 2020, will be no exception, and is an independent local charity, which is part of the OnSide network of Youth Zones.

Many young people, particularly those from socio-economically deprived areas, face an endless maze of boredom, loneliness and temptation, with nowhere to go and a lack of inspiring and productive activities to occupy their leisure time. This can lead to negative impacts on their health, educational attainment and career prospects.  These are the young people that will shape the country’s future prospects. It is this paradox that lies at the heart of OnSide’s drive to establish a national network of Youth Zones; a proven model of youth service provision that is aligned to community needs and supported by cross-sector funding. Youth Zones give young people affordable access to a broad range of sport, arts and employability services, designed to help them lead active, positive lives and raise their aspirations for themselves and their community.

Hideout is dedicated to young people, easily accessible to those living in East Manchester, 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 including 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 £6.6 million building will provide 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.

**Manchester**

Manchester is a growing global City with a population of circa 550,000 people, including an estimated 50,000 children and young people aged 8-19 years old. The city has faced significant cuts to its youth and play services over the past decade and with rising disproportionate child poverty rates when compared nationally, children and young people need universal services that empower them, aid their personal and social development and provide positive opportunities more than ever. Manchester is bringing key cross sector stakeholders together including business, public and third sector leaders to develop and sustain a new world class Youth Zone in East Manchester.

**The post**

We are looking to recruit an experienced Volunteer Manager, with a positive, “can do” attitude with solid experience in recruiting, managing and motivating volunteers to deliver high quality, open access youth work.

**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
* 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

**Duties and Responsibilities - General**

* Be a role model for young people and present a positive “can do” attitude
* Take personal responsibility for own actions
* Commit to a culture of continuous improvement
* Represent Hideout Youth Zone positively and effectively in all dealings with internal colleagues, and external partners
* Comply with all policies and procedures, with particular reference to safeguarding, codes of conduct health and safety and equality and diversity to ensure all activities are accessible
* 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 policies, procedures and practice (training to be provided)
* To assist with any promotional activities and visits that take place at the Youth Zone, positively contributing towards increasing Youth Zone membership.

**What will success look like?**

The successful candidate, in the first 12 months, will have: -

* Recruited, trained and inducted approximately 60 - 100 volunteers across the Youth Zone
* Created and implemented an effective marketing plan to promote the work of the Youth Zone’s volunteers
* Established a robust database to keep thorough records of the training and skills of volunteers

**PERSON SPECIFICATION**

|  |  |  |
| --- | --- | --- |
|  | **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 | ✓ |  |
| 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. | ✓ |  |

# GENERAL

The role will be based at Hideout Youth Zone, Gorton but until the building is ready to move in, it will be based in local temporary offices.

**Hideout is committed to safeguarding and promoting the welfare of children, young people and vulnerable groups. This post is subject to a standard DBS check.**

**The strength of the OnSide network of Youth Zones is the diversity of its people; we place huge value on equal opportunities and encourage applications from candidates of diverse backgrounds, communities and abilities.**

