# Watford FC’s Community Sports & Education Trust

# Job Profile

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| Job Title | Project Manager (NCS) | Date Prepared | April 2022 |
| Job Holder | Watford FC’s CSE Trust | Review Date | April 2023 |
| Reporting to | Community Director | Grade | Manager |
| Direct reports | Projects Officers (NCS), seasonal workers and volunteers. | Salary | Up to £40,850 depending on experience |
| Location | Primarily, Vicarage Road Stadium. | | |

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| **Job Profile Summary:** |
| NCS is a youth programme like no other. It is designed specifically for 16–17-year-olds, providing opportunities for them to meet new people, take on fresh challenges and get an idea of what they want from their future. We are looking to recruit someone who is dedicated, professional and inclusive to the role of Project Manager (NCS).    As Project Manager (NCS) you will be responsible for the management and development of the Trust’s National Citizen Service (NCS) provision operating in Watford, Three Rivers, Harrow and Hillingdon. You will manage and oversee the delivery and development of existing programmes, as well as the staff associated with them, as well as work with a range of partners to further enhance and increase the NCS offer.  You will need to be highly organised, financially competent, have a broad range of operational and managerial experience, and will be able to develop and maintain effective partnerships with a variety of stakeholders in the region. |
| **Main Responsibilities:** |
| You will be responsible for leading, implementing and managing the delivery of the NCS programme. You will also line manage our NCS delivery team. You will be a key decision maker, working closely with our Safeguarding Manager and other Trust colleagues to help shape the future direction and sustainability of the programme.   * You will be accountable to ensure as an NCS provider, we achieve all contractual targets as expected as a NCS delivery model to the Prime Contractor in the regions in which we operate. * To oversee and manage the procurement process in line with the future contractual recommissioning piece of the NCS service delivery model. * We would require you to form strong partnerships with the Prime Contractor, local and national statutory and voluntary organisations, particularly those working with young people * You will need to establish a systematic framework for recording relevant targets and outputs, as required by the Trust, contract holders, and stakeholders, and to comply with performance management procedures to remain on target and ensure contract compliance * Have an up-to-date knowledge of national and local policies and guidance relating to young people. Be able to provide managerial support and guidance on managing incidents and risk levels in day-to-day operational situations * To develop, implement and review all areas of the NCS programme which takes into consideration the Trust’s objectives, contract requirements, and individual staff targets. To set targets and development goals for each service area, which are monitored and reviewed regularly * To ensure the work is evidenced, and outcomes are monitored and communicated to all key stakeholders, as appropriate * To ensure the programme works in a participative way with young people and their families or guardians, to ensure they are fully involved, and are enabled to participate in all activities and phases of the NCS Programme. To also ensure young people have the most meaningful experience possible to take away real and lasting personal benefits from the NCS Programme * Lead, manage, support, and develop all staff reporting to you. This includes the management of Project Officers, seasonal workers, and volunteers. Offer advice, training and guidance and provide them with a challenging and enjoyable working environment. * Ensure staff operate in compliance with all legal requirements and that they follow all agreed policies and control procedures. * To champion Watford Welcomes values and contribute to all Equality, Diversity & Inclusion (EDI) activities. To be responsible for your own behaviour and act in a manner that avoids and discourages any form of discrimination or harassment; to comply with Watford FC CSE Trust Equal Opportunities Policy. * Safeguarding and promoting the welfare of children & adult across the business, ensuring that Trust policies, procedures, and practices in regard to safeguarding are always followed. |

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| **The Job Holder has a responsibility to...** |
| * To actively demonstrate and promote the Trust’s core values through your work. * Develop understanding of and a commitment to equal opportunities, both in the workplace and the wider community. * Ensure that when involved in any Trust activities that the **Safeguarding** of participants is at the heart of the process and that safeguarding policies and procedures are being adhered to at all times. * Undertake professional development opportunities as deemed appropriate. * Ensure the safety and wellbeing of all vulnerable adults and young people that you work with. * Adhere to the Trust’s policies and procedures. * Contribute to the development of a culture of continuous improvement within the Trust. * To work in partnership with all the Club’s departments on community initiatives as identified by the Community Director and Board of Trustees. * To actively promote the Trust in a positive and professional manner at all times. * To undertake any other duties which might reasonably be deemed within the status of the job and appropriate to the post.   The details contained in this job profile, particularly the accountabilities, reflect the job content at the date the job profile was prepared. It should be remembered, however, that it is inevitable that over time the nature of individuals’ jobs will change; existing duties may be lost and other duties gained without changing the general nature of the duties or the level of responsibility entailed.  Consequently, Watford FC’s Community Sports & Education Trust will expect to revise this job profile from time to time and will consult regarding such revisions with the post holder at the appropriate time. |

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| Person Specification |
| |  |  |  | | --- | --- | --- | | **Criteria** | **Must Have:** | **Ideally Have:** | | **Qualifications** | * Professional qualification in a relevant discipline ideally in Youth Work or equivalent experience in youth work. * A proven track record of developing and managing projects in the public, private or voluntary sectors such as youth and community work, teaching, social work, or management. | * Statutory and Mandatory Level 3 Safeguarding Children and Young People. | | **Knowledge and Experiences** | * Understanding of the Trust’s commitment to EDI & Safeguarding * Significant experience working with young people (16-25 years) and their families/guardians, particularly those young people identified as vulnerable or as having complex needs within a community setting * Experience of managing and overseeing matters of safeguarding including identification and reporting of child protection concerns, risk and data management * Experience of staff management including, supervision target setting and managing performance * Demonstrated ability to manage and monitor budgets, working within organisational financial procedures | * Experience and understanding of recruitment processes for both sessional staff and volunteers * Experience of running residentials aimed at young people. | | **Personal** | * The role will be subject to a satisfactory Disclosure and Barring Service check with the Trust as part of our safer recruitment process. * Have a flexible approach to work and be able to work unsociable hours (including some evenings and weekends). | * A full driving licence and access to a vehicle for business use | |
| **Competencies** |
| **Seeing the Bigger Picture**  This is about having an understanding and knowledge of how your role fits with and supports the Trust’s objectives and aims. It should help to focus your contribution on the activities which will meet the Trust’s goals and objectives. It’s about understanding the wider context and the external issues and trends that impact our work. For managers it’s about applying that to see how our strategy can maximise opportunities to improve lives, enhance communities and make a positive difference for all through sport, physical activity and learning.  **Changing and Improving**  People who are effective in this area take initiative, are innovative and seek out opportunities to create effective change. For all staff, it’s about learning from what has worked well and what has not, being open to change and improvement, and working in ‘smarter’, more focused ways. For managers, this is about creating and encouraging a culture of innovation and allowing people to consider and take informed decisions. Doing this well means continuously seeking out ways to improve our ways of working and the quality of the service we deliver, making use of cost-effective models.  **Making Decisions**  Using sound judgement, evidence and knowledge to arrive at accurate decisions and advice. Using clear analytical thinking to get to the heart of complex problems and issues. The aim is to maximise return while minimising risk, balancing a range of considerations to deliver realistic outcomes. For all staff it’s about applying your own expertise effectively and being thoughtful about the use, protection and exploitation of Trust and public information, ensuring it is handled securely and with care. For managers, it’s about reaching evidence-based strategies, evaluating options, impacts, risks, and solutions and creating a secure culture around the handling of information.  **Leadership and Communicating**  Is about showing our pride and passion for the Trust, communicating purpose and direction with clarity, integrity and enthusiasm. It’s about championing difference and external experience and supporting principles of fairness of opportunity for all. For managers, it is about being visible, establishing a strong direction and persuasive future vision, managing and engaging with people in a straightforward, truthful, and candid way.  **Collaboration and Partnership**  People skilled in Collaboration and Partnership are team players. At all levels, it requires working collaboratively, sharing information appropriately and building supportive, trusting, and professional relationships with colleagues and a wide range of people inside and outside the Trust, whilst having the confidence to challenge assumptions. For managers, it’s about being approachable, delivering business objectives through creating an inclusive environment, welcoming challenge however uncomfortable.  **Building Capability**  This meanshaving a strong focus on continuous learning for oneself, others and the organisation. For all staff, it’s being open to learning, about keeping one’s own knowledge and skill set current and evolving. For managers, it’s about investing in the capabilities of our people, to be effective now and in the future as well as giving clear, honest feedback and supporting teams to succeed. It’s also about creating a learning and knowledge culture across the organisation to inform future plans and continuous improvement |

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| **Job Profile Agreement** | |
| Job Holders Signature: | Date: |
| Managers Signature: | Date: |