



Fenland Youth Hub Manager
Applicant Information Pack
September 2026



Introduction

I'm delighted you're considering working with us at Centre 33 within the Youth Guarantee Trailblazer Programme.

Centre 33 has been supporting young people in Cambridgeshire for over 40 years. We work closely with around 4000 young people a year offering a safe space where they can receive free, confidential and professional support in a non-judgemental and welcoming setting. Working across the county, we building local relationships and advocating for young people's needs in local services and communities.



By choosing a career with us you will play an instrumental role, alongside our fantastic staff, volunteers and supporters, in helping us to continue towards our vision of *a future where all young people are listened to, respected and supported.*

Everyone at Centre 33 is passionate about driving positive change to meet the growing need for improved and expanded services to support young people across the county.

I am exceptionally proud to lead Centre 33 and I hope that reading through this pack will inspire you to apply to join us.

Beth Green
Chief Executive Officer

Our History

Centre 33 opened its doors to young people at 33 Clarendon Street on 1st May 1981. *Save the Children* funded our first worker, Maggie Hunter and she quickly recruited a team of volunteers to offer counselling, advice and support to meet the needs of young people in Cambridge.

“It was to be a warm and welcoming space for young people where they could come and be listened to without judgement. All the services were to be free and confidential.”

Now in our 45th year we continue to reflect on what has changed and what has stayed the same over time. We hold true to the founding ethos of Maggie Hunter and her team and still value the rights of young people to have their own space and to be treated as individuals worthy of respect and support.

To date we have closely worked with over 40,000 young people through counselling, support with caring responsibilities, homelessness, sexual health and more.

We now operate in 5 parts of the county including Ely, Wisbech, Huntingdon and Peterborough and continue to advocate for young people’s needs in their communities.



Our Vision, Mission and Values

Our **Vision** is for:

A future where all young people are listened to, respected and supported

Our **Mission** in Cambridgeshire and Peterborough, is:

- to offer young people **support** with their **practical issues** and **emotional needs** that is free, confidential, empowering, easy-access and high quality.
- to actively work with other local services so that young people's **needs are met**, and their **voices are heard**.

We work closely to these **Values**:



Strategic Plan Goals

Our Strategic Plan outlines our four strategic goals for the next five years. These have been developed through a process of consultation and review with young people, staff and wider stakeholders in the sector.

The goals build on the strong foundations of Centre 33's work and understanding of local needs developed over 40 years; including the significant work of the last three years:

- Delivering support to more young people, with increasingly complex needs from a wider geographical area.
- Responding and adapting our services and ways of working in response to COVID-19.
- Working with local partners to strengthen the local system of support for young people, through sharing best practice/data, co-production, and capacity building.
- Strengthening our central resources in admin, HR, data, evaluation, communications and fundraising.
- Rapidly growing our income and delivery teams to meet the above demands.

Our four strategic goals fall into areas of impact and areas that enable the impact of our work.

Impact Goals

All young people across Cambridgeshire and Peterborough can **receive holistic support that is accessible, high quality, impactful, targeted and led by them.**

Centre 33 advocates for positive change for young people through dissemination of knowledge and best practice, and collaborative working to ensure high levels of understanding of their needs and clear pathways of support.

Enabling Goals

Centre 33's workforce and governance is high quality, stable and diverse: working in quality community-based hubs and practices.

Centre 33 has financial stability over at least a five-year period; achieved through a clear vision, adequate resources, compliance with best practice and legal requirements; and an established funding mix.

Fenland Youth Hub Manager

Job Description & Person Specification

Centre 33 is an equal opportunities employer. We are keen to encourage applications from a diverse range of people without regard to age, ethnicity, religion, sex, sexuality, gender reassignment or any other protected status.

Get in touch – we want to hear from you!

Key Terms and Conditions

Job title	Fenland Youth Hub Manager
Hours	Full time (35 hours per week) Some evening and occasional weekend working may be required to meet the needs of young people
Duration	Fixed term until April 2027, with the potential to extend subject to continued funding
Salary	FTE £40,000 per annum
Responsible to	Head of Service
Main accountability	Youth Hub project workers, sessional workers and volunteers
Location	Based at the Fenland Youth Hub, Wisbech, with travel across Fenland, Cambridgeshire and Peterborough
Programme	Youth Guarantee Trailblazer (Year 2)

About the Role

Centre 33 has been chosen to lead the design, establishment and operation of a new Youth Hub in Fenland (based in Wisbech) as part of the Youth Guarantee Trailblazer programme (Year 2). The Youth Hub will build on Centre 33's Someone to Talk to offer in Wisbech and provide place-based, accessible and holistic support to young people aged 13-25 particularly those who are not in education, employment or training (NEET) or at risk of disengagement, to support their progression into education, employment or training.

We are looking for someone to take on this fixed term role, which could continue subject to further funding – to lead the implementation of our new Fenland Youth Hub project, building on our existing Someone to Talk to drop-in in Wisbech. This is a test-and-learn project supporting young people who are NEET and face barriers to engaging in education, training and employment, or those at risk of becoming NEET.

As Fenland Youth Hub Manager, you will implement the project on the ground, overseeing and line managing the staff delivering support to young people in Wisbech, with some outreach across Fenland. You will build strong local partnerships with the other providers offering support to young people in our hub, including job coaches, other Trailblazer-funded support and the NEET teams within the local authority, and you will oversee quality assurance, data recording and reporting. The role also supports day-to-day safeguarding and risk for the team, provides hub cover, and leads on reporting for the project.

Purpose of the Role

The Fenland Youth Hub Manager will lead the implementation of the Fenland Youth Hub, building on Centre 33's existing Someone to Talk to drop-in in Wisbech. They will oversee and line manage the staff delivering support to young people in Wisbech, with some outreach across Fenland, ensuring the Hub is a welcoming,

safe and inclusive space where young people can access holistic, place-based support that helps them progress into education, employment or training.

The role has a strong focus on partnership working. The postholder will build and sustain strong local partnerships with the other providers supporting young people in and around the hub – including job coaches, other Trailblazer-funded support and the NEET teams within the local authority, alongside Jobcentre Plus, the Peterborough hub and the wider voluntary and statutory sector – to ensure young people in Fenland can access a joined-up offer of support. They will develop these partnerships and oversee quality assurance, data recording and reporting for the project.

As a test-and-learn project, the Hub will need someone who can implement, review and adapt the offer in response to what is working for young people. The Fenland Youth Hub Manager will support day-to-day safeguarding and risk for the team, provide hub cover, and lead on reporting for this project, supported by the Head of Service and Director of Services. This role will work to Centre 33's values of being young people led, collaborative, inclusive and striving for excellence.

Principle Duties

Implementing and Developing the Youth Hub

- Lead the implementation and launch of the Fenland Youth Hub in Wisbech, building on Centre 33's existing Someone to Talk to drop-in, ensuring it is operational, welcoming and fit for purpose.
- The Youth Hub will build on Centre 33's Someone to Talk to offer in Wisbech and provide place-based, accessible and holistic support to young people aged 13-25 particularly those who are not in education, employment or training (NEET) or at risk of disengagement, to support their progression into education, employment or training.
- Develop and embed the day-to-day systems, processes and ways of working needed to run the Hub safely and effectively, including a base in Wisbech with some outreach across Fenland.
- As a test-and-learn project, review and adapt the offer in response to what is working for young people, and support developments to meet emerging needs, including reporting to the Head of Service to inform future bids and current funded work.
- Ensure the Hub is a welcoming, safe space in which young people are actively, imaginatively and meaningfully involved in shaping, delivering, reviewing, evaluating and promoting the work.

Partnership Working and Stakeholder Engagement

- Build, develop and sustain strong local partnerships with the other providers supporting young people in and around the hub, including job coaches, other Trailblazer-funded support and the NEET teams within the local authority.
- Develop effective joint working with wider statutory and voluntary partners including Jobcentre Plus, the Peterborough hub, education and training providers and the wider voluntary and community sector.
- Co-ordinate a joined-up offer of support within the hub, bringing partners together around shared goals for young people in Fenland.
- Represent Centre 33 and the Fenland Youth Hub in local forums, networks and multi-agency meetings, sharing our experience and bringing learning back to the organisation.
- Maintain a good knowledge and understanding of young people's support services in the statutory and voluntary sector, and of local and national initiatives relevant to the Youth Guarantee Trailblazer.

- Act as an advocate for young people and for Centre 33, representing the charity at relevant opportunities and events as directed.

Leadership and Management

- Oversee and line manage the staff delivering support to young people in Wisbech and through outreach across Fenland, ensuring a positive working culture and that performance management issues are actively addressed at the earliest opportunity.
- Provide hub cover as staff member in charge on a regular and shared basis, ensuring the hub is appropriately staffed and safe for young people.
- Ensure induction, supervisions, appraisals and operational meetings take place, and that staff and volunteers have SMART objectives that meet contract needs and the organisational vision.
- Support a team culture of warmth, respect, best practice, good communication and shared risk management.
- Support a learning culture within the Hub; identify training needs and ensure staff and volunteers have the resources and knowledge to perform their role effectively.
- Work closely with the Head of Service, Senior Leadership Team and HR leads on relevant issues of human resource, volunteer management and recruitment/induction as directed.
- Be mindful of resources within the organisation and prioritise the available resources appropriately.

Service Delivery

- Ensure the delivery of an excellent, safe, responsive and value-for-money service to young people, in line with the strategic plan and learning from best practice, including external quality standards.
- Ensure young people receive holistic, person-centred support that helps them identify their goals and progress into education, employment or training.
- Support a strong culture of risk management across all delivery and ensure that all work is carried out within Centre 33's policies and procedures.
- Ensure client notes are recorded accurately and quality data collection is maintained, with support from the Head of Service and the Data and Quality Team.
- Continually develop internal processes and proactively communicate these to staff and volunteers.
- Advocate on behalf of young people and represent them across relevant forums.

Safeguarding and Risk

- Provide day-to-day safeguarding and risk support to the Hub team, acting as day-to-day designated Safeguarding lead for the Fenland Youth Hub, supported by the Head of Service and Director of Services.
- Provide oversight and leadership around safeguarding and child protection concerns, overseeing referrals and their outcomes, and the management of complex cases.

- With support from the Head of Service, ensure the needs and progress of any young people at particular risk or with complex issues are regularly monitored and reviewed, and that relevant external agencies are involved and matters escalated internally as appropriate.
- Support the Hub team to develop skills and competencies around safeguarding practice, including leading case discussions and training with the team.

Quality Assurance, Data and Reporting

- Oversee quality assurance across the Hub, ensuring support to young people is safe, consistent and of a high standard.
- Oversee accurate data recording across the Hub team and lead on reporting for this project, including performance against KPIs and the requirements set out in contracts and grant agreements.
- Lead on funder and Trailblazer reporting, and on implementing service evaluation recommendations.
- As a test-and-learn project, ensure the service is thoroughly monitored and evaluated, and that it becomes more impactful and efficient in response to what monitoring and evaluation shows.

Organisational

- Represent the Head of Service on internal or external matters, when appropriate.
- Receive regular managerial supervision with the line manager.
- Contribute to a range of agency events including staff meetings, strategic planning, Away Days, AGMs and county-wide meetings.
- Any other duties, as appropriate to the role, as agreed by Centre 33 Head of Service.

The postholder may be expected to undertake other duties from time to time, under the direction of the Head of Service, relevant to the grading of the post.

Person Specification

We are looking for a warm and approachable team player who can inspire and motivate others, build strong partnerships and work well under pressure.

Criteria	Essential	Desirable
Leadership & Management	• Experience of leading and line managing a team or service, including supervision, appraisal and performance management • Experience of establishing, developing or setting up a new service, project or provision • Experience and confidence in advising and supporting colleagues with safeguarding concerns, including leading the process to refer on when appropriate	• Experience of managing multi-disciplinary teams • Experience of managing staff and volunteers across community and outreach settings • Experience of identifying, sourcing and delivering appropriate training and development opportunities for a team

Criteria	Essential	Desirable
	• Experience of complex risk management • Ability to co-ordinate a complex and varied workload within time limits and to prioritise effectively	
Partnership & Stakeholder Engagement	• Proven experience of building and sustaining strong partnerships with statutory and voluntary sector organisations • Excellent communication and persuasive skills, both written and verbal, with a range of stakeholders • Ability to represent an organisation credibly in local forums, networks and multi-agency meetings • Ability to bring partners together around a shared goal and to co-ordinate joint working	• Knowledge of the employment, skills and youth support landscape across Fenland, Cambridgeshire and Peterborough • Experience of partnership work with statutory agencies such as Jobcentre Plus, job coaches, careers services or local authority NEET teams • Understanding of the Youth Guarantee Trailblazer or wider Get Britain Working agenda
Service Development & Delivery	• Ability to initiate and implement new areas of work, and to make suggestions or proposals to your manager, including within a test-and-learn approach • Experience of overseeing quality assurance, accurate data recording and reporting • Experience of monitoring and evaluating services and using evaluation evidence to make improvements • Experience of involving young people or service users in shaping, changing and planning services • Experience of implementing health and safety procedures, including writing risk assessments for safe working in hubs and community settings • An understanding of and commitment to the promotion of equal opportunities	• Experience of delivering open access, person-centred support services or projects • Experience of working in the voluntary sector • Experience of meeting contract KPIs and funder reporting requirements
Working with Young People	• A recognised Level 4 or above qualification in a field relevant to this role, i.e. Youth Work, Careers Guidance, Social Work, or significant	• Understanding of the barriers faced by young people with an Education,

Criteria	Essential	Desirable
	experience and relevant training in a field related to this role • Experience of working with vulnerable young people, particularly those who are NEET or at risk of disengagement, with the ability to encourage, motivate and support • Sound knowledge of statutory and voluntary services (including education, employment, training and targeted support), their function and appropriate referral procedures • Ability to enable young people to identify their goals and the steps they might need to achieve them • Substantial experience and knowledge of child protection and safeguarding procedures for children and young people up to the age of 25	Health and Care Plan (EHCP) or SEND • Experience of supporting young people into education, employment or training
Personal Qualities	• Ability to demonstrate working within Centre 33's values in practice – young people led, collaborative, inclusive and striving for excellence • Positive, self-motivated, pro-active and flexible • A trustworthy and effective team member who can also work on their own initiative • A creative approach to understanding and problem solving	• High level of emotional intelligence, able to demonstrate how this has been adopted in previous or current employment • Ability to work in a pressured environment
Other	• Strong IT literacy in general (and specifically Word, Excel and Outlook) • Experience of using web-based Management Information Systems • Full driving licence and access to a car • Willingness and ability to travel to different locations within Cambridgeshire and Peterborough	

What we offer

The successful candidate may receive a range of benefits including:

- competitive salary
- generous pension contribution
- excellent on-going training and development opportunities
- support from an established and reputable team
- company sick pay post probationary period
- team days and activities
- wellbeing focus
- regular line management
- flexible working
- 25 days holiday increasing to 30 after 5 years' service (plus bank holidays)
- holiday buy
- paid long service sabbatical leave
- employee referral scheme
- employee assistance programme

Further Information

Equality, Diversity, Inclusion and Belonging at Centre 33

Centre 33 is committed to encouraging equality, diversity and inclusion among our workforce and users, and eliminating unlawful discrimination. The aim is for our workforce to be truly representative of all sections of society and for each employee, volunteer and service user to feel respected.

Our over-arching goals are:

- We encourage equality, diversity and inclusion in the workplace and create a working environment free of bullying, harassment, victimisation and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all staff are recognised and valued.
- We commit to **actively reaching out to all communities** of young people, investigating how we can welcome them to our services and breaking down any barriers to access.
- We commit to **challenging** instances of any power **imbalances** that may leave some people in our services or on our team at risk of harm or disadvantage.
- We commit to valuing and **improving diversity in our workforce**, governing body and volunteer base—we want to reflect the communities we work with.
- We commit to **using language and communications that don't alienate**, discriminate against or misrepresent any group.

All staff and volunteers at Centre 33 undertake an enhanced DBS Check. **Having a criminal record will not necessarily bar you from working with us.** This will depend on the nature, circumstances and background of the offenses. If you have a criminal conviction, other than those spent under the terms of the Rehabilitation of Offenders Act 1974, please contact hr@centre33.org.uk and they will confirm the process for confidentially informing us.