

## YOUTH WORK MANAGER - Seniors



**Harpurhey, Manchester**

**Salary £31,050**

**Full time (40 hours a week), permanent role with evenings and weekend working as standard.**

**Reports to: Director of Operations**

### Why work for Manchester Youth Zone

- Annual leave entitlement of 33 days (pro-rata)
- We are committed to training and develop our staff, that will include a full induction and access to internal and external training opportunities
- We care about your wellbeing – Access to our EAP, an extra holiday day for your birthday, and onsite gym and sports facilities
- 5% pension contribution
- You will be part of our mission to positively impact the lives of young people in North Manchester

Manchester Youth Zone first opened to young people in 2012 as an independent charity. Located in Harpurhey enables Manchester Youth Zone to reach those young people who need “Somewhere to go, something to do and someone to talk to”. At Manchester Youth Zone, we have a shared **purpose** to create **passion** and **pathways** for every young person we work with, we do this through providing a safe and welcoming environment, high quality youth work and promoting inclusion, resilience and aspirations.

We work with young people aged 8-19 and up to 25 for those with additional needs offering a universal programme each evening that will energise and excite our members. Manchester Youth Zone has an excellent reputation in a number of areas including safeguarding, delivering high quality universal services for young people and responding to the needs of our community. We are committed to ensuring that all young people have opportunities to thrive and meet their full potential.

### Job Description

Our **Youth Work Manager - Seniors** will be accountable for our universal sessions for young people aged 11-25 years old. You will be able to plan effectively and manage youth and play workers to deliver a range of fun and exciting activities to children and young people that will nurture their potential and help them stretch themselves and grow whilst providing them with new opportunities, ensuring

a consistently high standard of programming. The successful applicant will have a strong youth and/or play work background (qualified to at least Level 2), management experience and a passion for driving excellence in all provisions.

### **Key Duties**

- Effectively line manage direct reports through effective supervision and team meetings (including leading training sessions where required).
- To be responsible for leading on the programming of open access sessions for young people ages 11-25 years old, using the national youth work curriculum and youth voice to meet the needs of children and young people.
- To be responsible for ensuring that all sessions are fully staffed in order to run safely and provide fun, exciting and developmental activities throughout the week.
- Lead a minimum of two sessions each week and be part of the delivery team on two other sessions each week.
- Support HR to recruit & induct new staff members when necessary.
- Work with all youth & play workers to implement the behaviour management policy, individual safety plans and activity/building risk assessments.
- Work in collaboration with the staff team to incorporate targeted activities into the open access sessions
- Ensure all briefing and debrief sheets are completed to a high standard, capturing data that will inform and guide future planning of sessions, share challenges/gaps with senior managers and demonstrate impact.
- To provide high quality supervision and support for youth & play workers, ensuring the staff team and any external agencies are following and adhering to all MYZ policies and procedures at all times, with particular reference to health & safety, equal opportunities, safeguarding and data protection.
- Ensure that risk assessments are up to date for all centre-based activities and spaces, staff teams are following policies and procedures with regards to health & safety.
- To cover other staff members and work on other youth sessions when instructed by management.
- To establish positive and engaging relationships with young people from a range of backgrounds in order to gain feedback of services.
- Ensure youth voice is used to shape the youth & play programme.
- To establish positive and engaging relationships with schools, community groups and partners to ensure sessions are busy and the offer is varied.
- To work effectively and positively alongside HR, using your sector expertise to take part in interviews and inform the recruitment and workforce development strategies.
- Ensure Salesforce and MeApps are used effectively and kept up to date so that statistics are relevant and accurate to demonstrate impact.
- Undertake regular training and development relevant to the role.
- Actively address any bullying, harassment, or discrimination, promoting cohesion, inclusion, and positive relationships
- To understand and adhere to MYZ policies and procedures at all times with particular emphasis on equal opportunities, positive behaviour management, health and safety and safeguarding.

- Promote and safeguard the welfare of children and young people at all times, managing any safeguarding issues should they arise (training provided).
- To be an active member of the team and operate in line with the Charity's expectations, values and principles. Work a flexible pattern including evenings and weekends in line with the role/team requirements.
- Carry out any other duties as may be reasonably determined by your line manager and be flexible to attend residential trips.
- Promote a positive image of MYZ through professionalism and good conduct with all our stakeholders and the public.

| PERSON SPECIFICATION                                                                                                                                              |           |           |                  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------|------------------|
|                                                                                                                                                                   | Essential | Desirable | Identified by    |
| <b>Skills &amp; Attributes</b>                                                                                                                                    |           |           |                  |
| Level 2 Youth Work (minimum requirement)                                                                                                                          | Y         |           | CV               |
| Proven track record in managing high quality youth and/or work in similar settings                                                                                | Y         |           | CV<br>References |
| First aid                                                                                                                                                         |           | Y*        | CV               |
| Management qualification                                                                                                                                          |           | Y**       | CV               |
| <b>Experience</b>                                                                                                                                                 |           |           |                  |
| Managing a staff team that deliver high quality youth or play work                                                                                                | Y         |           | CV<br>Interview  |
| Working with young people aged 8-25 years from a diverse range of backgrounds, particularly young people aged 11-25 years old                                     | Y         |           | CV<br>Interview  |
| Working with young people at risk                                                                                                                                 | Y         |           | CV<br>Interview  |
| Planning and leading sessions that build trust and engage young people                                                                                            | Y         |           | CV<br>Interview  |
| Working with large groups of young people and managing group dynamics                                                                                             | Y         |           | CV<br>Interview  |
| Safeguarding young people and young people, and managing a consistent safeguarding approach across teams                                                          | Y         |           | CV<br>Interview  |
| <b>Knowledge &amp; Understanding</b>                                                                                                                              |           |           |                  |
| National Occupational Standards for Youth work (2020) and how these should be implemented in a variety of settings                                                |           | Y         | Interview        |
| Understanding of the rights of young people                                                                                                                       |           | Y         | Interview        |
| Understanding the risks young people in the local community face and how this impacts within centre                                                               | Y         |           | Interview        |
| How to lead, deliver and evaluate high quality programmes of activity with an inclusive ethos that develop and inspire young people                               | Y         |           | Interview        |
| Ability to communicate effectively with young people, parents/carers and colleagues by talking, listening and writing factual and accurate recordings and reports | Y         |           | Interview        |
| Health and safety, equality, inclusion and diversity, safeguarding good practice and how these relate to young people you work with                               | Y         |           | Interview        |
| How to coach, encourage, motivate and support young people to reach their full potential                                                                          | Y         |           | Interview        |
| How to coach, encourage and motivate staff to grow their practice and deliver excellent youth work                                                                | Y         |           | Interview        |
| Effectively support and de-escalate young people exhibiting challenging or anti-social behaviour                                                                  | Y         |           | Interview        |

|                                                                                                                      |   |   |              |
|----------------------------------------------------------------------------------------------------------------------|---|---|--------------|
| Building, managing and sustaining relationships with a wide range of people from social and professional backgrounds |   | Y | Interview    |
| <b>Additional attributes</b>                                                                                         |   |   |              |
| Organised and efficient                                                                                              | Y |   | CV Interview |
| Excellent attention to detail                                                                                        | Y |   | CV           |
| Calm under pressure                                                                                                  | Y |   | CV Interview |
| Commitment to personal & professional development                                                                    |   | Y | CV           |
| An enhanced DBS clearance and commitment to Safeguarding children                                                    | Y |   | CV Interview |

\*Training will be provided

\*\*Potential opportunity to complete qualification in future