Yate town council

**JOB DESCRIPTION**

**JOB TITLE: Senior Youth Co-ordinator**

**GRADE: H8**

**Hours Per Week: 37 (full time, permanent)**

**REPORTS TO: VENUES OPERATIONS OFFICER (REFERRING YOUTH MATTERS TO THE COMMUNITY PROJECTS MANAGER)**

**TEAM: COMMUNITY PROJECTS - ARMADILLO**

**1. JOB PURPOSE**

The main purpose of this role is to coordinate, deliver and develop open access and targeted youth delivery for YTC, and provide a welcoming, safe and enjoyable experience for its customers.

Whilst reporting to the Venues Operations Officer (for youth matters, to the Community Projects Manager), you will work collaboratively with a team of colleagues at the Armadillo, in Community Projects and the wider Town Council, to ensure a robust and joined up response to the needs of young people in Yate and the locality.

You will ensure the active engagement of young people in generating event ideas with overall responsibility for planning and leading on youth events, targeted and open access sessions. The events will be varied and exciting and used by large numbers of young people with high levels of customer satisfaction.

To line manage the Venue Assistant team, youth co-ordinator post, and youth café volunteers.

To work with the Venues Operations Officer (VOO as lead) to provide youth specific insight on matters relating to venue operations/ Armadillo as a community business

**2. MAIN DUTIES/ACCOUNTABILITIES**

* To be responsible for youth delivery as directed by YTC
* Coordinate, supervise and support the youth café team, to deliver targeted and open access sessions at Armadillo or other community settings, including detached.
* To increase the number of young people accessing the youth cafe sessions through referrals, outreach, promotion and social media, encouraging young people to attend and take part in the positive activity offer available;
* Work closely with young people ensuring young people’s comments, voices and suggestions are at the heart of service delivery and respond to their needs.  
  To ensure young people have influence in generating ideas for the venue, liaise with events/activity providers, relevant bodies including schools, other support services for young people, business and community groups and members of the public.
* Liaise with Armadillo teams and management to ensure delivery of services is meeting the needs of young people and to lead on implementing a programme of positive activities and learning opportunities in response to the needs and interests of beneficiaries.
* Deliver support, advice and guidance to young people and families, using best practice.
* Provide leadership when the café is open to customers, shared with the Youth Co-ordinator on a rota basis.
* Supervise sessions that are open to young people, as front of house when on duty. Provide clear direction to customers regarding acceptable behaviour and handling non-compliance in an appropriate and effective manner.
* Provide excellent and effective styles of communication to all staff and customers of the Armadillo.
* Manage, supervise and provide leadership to the Youth Co-ordinator and Venue Assistants. This will include appraisals, motivating, training and ensuring that workloads are appropriate and quality of work is acceptable. Ensure staff receive appropriate induction and training. Lead on associated staffing issues if they occur.
* Ensure high standards of presentation and maintenance throughout the venue and grounds by reporting any issues, damages, repairs as appropriate to the Venue Operations Officer, Estates Manager and where necessary, Community Projects Manager.
* Monitoring Health and Safety, risk assessments, COSHH, fire and security as part of being responsibility for ensuring the venue is a safe environment for staff, young people and users of the building.
* Ensure the delivery and internal administrative tasks are completed in a timely and accurate manner as required by YTC systems and funders requirements, and to complete all monitoring and evaluation requirements relating to youth.
* To contribute to delivering youth activities at other Town Council events.
* They will be a designated Safeguarding Officer at the Armadillo, working in a team of safeguarding officers (Youth Coordinator, Venue Operations Officer, Assistant Venue Operations Officer, Community Projects Manager and Town Clerk). They will be responsible for reporting all safeguarding matters to the appropriate authorities (e.g. South Glos Council Access and Response, children and vulnerable adult services, emergency services) and the Community Projects Manager.   
    
  The Senior Youth Officer and the Youth Coordinator will be assigned to an on-call rota, to offer safeguarding support to venue assistant teams, where there may be absences in the Youth Leadership team. In exceptional circumstances, where neither the Senior Youth Officer or the Youth Coordinator are available, the Venue Operations Officer and the Community Projects Manager will provide on call safeguarding support to the youth team.
* This post will also support ongoing projects and initiatives lead by the Community Projects team, and/or organisational priorities;
* Work with the Venue Operations Officer (VOO as lead) to:   
  + Support recruitment including shortlisting and interviewing youth teams, the Service Support Team will lead on advertising and all other recruitment processes in collaboration with the Venues Operations Officer, who will lead on DBS processes;
  + ensure the Armadillo Team work to a rota covering a seven-day opening programme, oversee and allocate work, check and monitor standards and provide advice and direction relating to tasks and running of events. Following the established procedures, arrange cover in the event of staff absence agreeing overtime working as and when required.
  + Co-ordinate the planning and running of events (which may include setting up equipment in preparation for events) and also, to the development of ideas for future events.
  + Identify and develop business opportunities for the Armadillo and plan strategies to increase and maximise youth café sales and attendance.
  + Work within allocated budgets, ensure all targets are met and monitor income and expenditure against that budgeted.
  + Ensure existing policies, procedures and standards are adhered to and Financial Regulations are followed.
  + Devise and develop local working guidelines and frameworks for the Venue.
  + Authorise sickness reporting, holiday, overtime claim forms and petty cash payments.

**3. DIMENSIONS**

The facility will have extended opening hours and could be used by up to 200 young people per open session.

The post holder is responsible for creating opportunities for participation and revenue, and working within budgets.

**4. JOB CONTEXT**

The job supports Yate Town Council’s community provisions.

Armadillo has its own semi-commercial ethos where young people are treated as customers and are offered business opportunities. The Armadillo Youth Café and Venue is a facility for:

* young people aged between 10 & 17, offering age related youth sessions across the week (primarily weekday evenings and Saturdays);
* The venue consists of a café, space for entertainment, and a cinema;
* weekly senior citizens events e.g cinema and coffee morning;
* weekly community events such as Community Cinema;
* hire for social, community and corporate use, across all sections of the community.

**5. SUPERVISION AND WORK PLANNING**

The post holder will report to the Venues Operations Officer, and to the Community Projects Manager on youth issues.

The post holder will line manage the Youth Coordinators and Venue Assistants.

**6. PROBLEMS AND DECISIONS**

Front line responsibility for the safe and effective delivery of open sessions and events. Ensure expectations are clear and behaviour standards are adhered to by customers and staff.

The post holder is the expert of Youth liaison for the centre and is expected to use initiative to determine and develop solutions to day-to-day venue problems and issues. General direction is provided by the Community Projects Manager.

The post holder will be responsible for cash handling and will work with the Venue Operations Manager on all matters relating to resourcing and budgets.

Able to respond quickly and flexibly to events that may occur at short notice including: manage staff shortages to cover particular evening/events; make decisions using the established procedures for staff cover, determine if only certain rooms will be open to ensure adequate levels and safety requirements are met.

Deal with difficult and/or risky behaviour within and around the venue, in line with Town Council policies and procedures, and where necessary, in consultation with the Senior Management Team.

Able to recognise poor performance and address appropriately.

Able to lead on developing and implementing events and programmes suitable for the venue.

**7. CONTACTS**

**Immediate team:**

* Venue Operations Officer- Line Manager
* Community Projects Manager – Line Manager Youth
* Assistant Venue Operations Officer
* Youth Coordinator
* Armadillo Apprentice
* Venue Assistants – as leader in charge & colleague
* Volunteers – as leader in charge & colleague

**Community Projects team:**

* Community Projects Officer
* Community Projects Assistant

**Wider team:**

* Yate Town Council staff, apprentices, volunteers and casual workers.
* Yate Town Council Estates team – regarding emergency repair & maintenance issues relating to the upkeep of the building.

**Community & customers:**

* Armadillo Youth Cafe users – as customers and stakeholders
* Armadillo users – as customers and stakeholders
* businesses
* service providers
* Sponsors and external funding providers (e.g grant sourcing);
* schools
* local / national charities
* Other local or locality youth provision (for example, South Gloucestershire Council commissioned youth services);
* Children and young people’s services/ service providers;
* Employment organisations/ schemes for young people;
* Organisations providing supportive and preventative services to children and young people;

**8. KNOWLEDGE, EXPERIENCE AND TRAINING**

Essential

* Professionally qualified at NVQ4/Higher Education Certificate/ BTEC**,** or equivalent, in an appropriate discipline or working towards a relevant professional qualification related to direct work with young people and/or the provision of positive activities/ programmes for young people.
* Relevant experience of working with young people including vulnerable and disadvantaged young people, e.g. in youth work or similar role running positive activities or services for young people 11-25 years old.
* Experience of design and delivery of programmes of positive activities and personal and social development opportunities, or successful youth programmes, to achieve attendance targets
* Awareness of issues of delivery and experience with problem solving;
* Able to provide young people with appropriate information, advice, support and challenge, and refer them to specialist help when required.
* Able to establish and maintain positive relationships with young people and families, including agreeing limits for acceptable behaviour.
* Experience working with a range of agencies and stakeholders including schools, 3rd party youth providers, community groups, committees and the general public,
* Knowledge of recent legislation, regulations, codes of practice, processes and procedures relating to children and young people, including experience of working to safeguard young and vulnerable people.
* A proven ability to supervise and allocate work to others, monitor performance and take corrective action.
* Well-developed interpersonal and communication skills to build relationships and engage successfully with colleagues, service users and partner organisations.
* A good level of general IT skills and the ability to use, or be trained in the use of, appropriate software packages, e.g. Microsoft Office suite.
* Experience of working within budgets.
* Able to use a variety of approaches creatively – matched to young people’s different needs, abilities and interests.
* Commitment to equalities and anti-discriminatory working practice.
* Commitment to on-going professional development.
* Prepared to work flexibly, including evenings, weekends and other unsocial hours as the business requires.

Desirable

* Experience of running a youth club or events/activities venue for young people.
* Experience of Outreach/ detached work in the community.
* Successful experience of submitting funding bids to commercial and Charity Sector funders.
* Experience delivering curriculums, targeted services, group or individual interventions for young people;

**9. PHYSICAL EFFORT AND/OR STRAIN**

The post holder may be required to lift and move furniture and equipment.

**10. WORKING ENVIRONMENT**

At the Armadillo Youth Café

Outreach/ detached in the local community, where required.

You will be required to work in accordance with the rotas.

**11. EQUIPMENT**

The post holder will have responsibilities for ensuring that any faults or breakages of equipment (including office equipment, catering equipment, cleaning equipment and cinema and disco equipment) are appropriately reported to the Venue Operations Team (and Estates Manager where necessary).

**12. GENERAL**

This job description only contains the main duties relating to this post and does not describe in detail all the duties required to carry them out and there will be an expectation that the post holder will carry out other duties that reasonably fall within the general nature of the level of responsibility of the post.

**13. SPECIAL NOTES OR CONDITIONS**

The post holder will be based at the Armadillo. However, they may be required to work detached/ outreach in the community, and at other Town Council settings. The post holder will be required to work in accordance with the rotas, and to attend evening meetings and occasional weekend/ evening/ Bank Holiday events, where it is necessary for the business.

The post holder will be subject to an enhanced Disclosure and Barring Service Check

and will be required to subscribe to the portable update service.

If the postholder is convicted of a criminal offence or receives a caution once employed, they must inform the Town Clerk immediately. Failure to do so may result in disciplinary action, which could lead to dismissal.

Annual leave is to be taken during school holidays, the Senior Youth Coordinator and Youth Coordinator should not take leave at the same time.

The post holder will be required to:

* Undergo any necessary and relevant training in safeguarding and in hospitality and youth work;
* be a first aider;
* obtain food hygiene certification;
* work with the Community Projects Team to support priorities of the wider department, or organisation.

Evaluation Date: July 2022 Effective Date: 1st August 2022 Reference: SYC

**YATE TOWN COUNCIL**

**EMPLOYEE SPECIFICATION**

**JOB TITLE:** SENIOR YOUTH CO-ORDINATOR

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| **ASSESSMENT CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications | Professionally qualified at NVQ4/Higher Education Certificate/ BTEC**,** or equivalent, in an appropriate discipline or working towards a relevant professional qualification related to direct work with young people and/or the provision of positive activities/ programmes for young people. |  |
| Work related experience and Associated Vocational Training | Relevant experience of working with young people including vulnerable and disadvantaged young people, e.g. in youth work or similar role running positive activities or services for young people 11-25 years old.  Experience of design and delivery of programmes of positive activities and personal and social development opportunities, or successful youth programmes, to achieve attendance targets  awareness of issues of delivery and experience with problem solving;  Experience working with a range of agencies and stakeholders including schools, 3rd party youth providers, community groups, committees and the general public,  Knowledge of recent legislation, regulations, codes of practice, processes and procedures relating to children and young people, including experience of working to safeguard young and vulnerable people. | Experience of running a youth club or events/activities venue for Young People.  Experience of Outreach/ detached work in the community.  Experience delivering curriculums, targeted services, group or individual interventions for young people. |
| Other Relevant Experience | Able to establish and maintain positive relationships with young people and families, including agreeing limits for acceptable behaviour.  Experience of working within budgets.  awareness of issues of delivery and experience with problem solving. | Successful experience of submitting funding bids to commercial and Charity Sector funders. |
| Specialist Knowledge | Able to provide young people with appropriate information, advice, support and challenge, and refer them to specialist help when required.  Knowledge of recent legislation, regulations, codes of practice, processes and procedures relating to children and young people, including experience of working to safeguard young and vulnerable people. |  |
| Job Related Skills | A good level of general IT skills and the ability to use, or be trained in the use of, appropriate software packages, e.g. Microsoft Office Suite  A proven ability to supervise and allocate work to others, monitor performance and take corrective action.  Able to use a variety of approaches creatively – matched to young people’s different needs, abilities and interests.  Commitment to equalities and anti-discriminatory working practice.  Prepared to work flexibly, including evenings, weekends and other unsocial hours as the business requires.  Commitment to on-going professional development. |  |
| Personal Skills | Well-developed interpersonal and communication skills to build relationships and engage successfully with colleagues, service users and partner organisations. |  |
| Special Working Conditions | Routine out of hours working as part of Armadillo rota. Can be loud music, door management and outdoor areas.  Occasional out of hours working to attend evening meetings or support events.  DBS requirement and requirement to subscribe to the update service  Safeguarding lead officer.  First Aider Requirement.  Responsible as joint designated Safeguarding Officer at Armadillo (Shared between Venue Operations Officer and Youth Officer).  Undergo any necessary and relevant training in safeguarding and in hospitality and youth work for example, food hygiene  work with the Community Projects Team to support priorities of the wider department, or organisation. |  |