

Job Title:	Youth Manager
Location of Work:	Fire Fit Hub
Directly Responsible to:	Centre Manager – Fire Fit Hub
Responsible for:	Assistant Youth Manager X 2, Youth Hosts X 9, Sports Activators X 2, Bank Staff , Volunteers

Job Summary

- To be a key member of the FireFit Hub (FFH) Management Team taking responsibility for the development and delivery of a vibrant and dynamic open access Youth Zone for young people from across Liverpool.
- To work in line with ComMutual Policies and Procedures, and quality assurance for youth work.
- To ensure that the Youth Zone provides a fun, supportive, safe and inclusive place, which attracts and retains young people to motivate them, and raise their aspirations.
- To support the Centre Manager in developing the business model alongside supporting the day to day management duties as directed by the Centre Manager.
- To manage the Youth Team, creating a highly motivated Youth Team who create new, exciting and innovative opportunities which improve the lives of young people and the wider community.
- To manage the effective delivery of all relevant programmes and to ensure that all performance management requirements are implemented and met.
- To produce and contribute to reporting arrangements for both internal and external purposes.
- To ensure that all relevant Safeguarding and health and safety standards are met for the Fire Fit Hub and all the activities which take place on and off site.
- To develop and maintain relationships with key strategic partners and stakeholders, such as other local providers of youth services, local businesses, local community organisations and funders, with an aim to continually improve performance of the Youth Zone and income generation of the facility, achieving and exceeding agreed outcomes for ComMutual.

Main Duties/Responsibilities:

1. To lead and manage the Youth Team to support the day to day operations of the Fire Fit Hub.
2. To help facilitate the Youth Board to actively contribute to the development of the Youth Zone, and the wider community.
3. Design and deliver an exciting offer for young people which spans 7 days a week which includes the My Place Outcomes.
4. To manage budgets effectively ensuring that the provision reflects the changing needs of young people.
5. To develop and motivate the delivery team to provide an exceptional offer for young people, and be a role model for both the team and young people, presenting a positive 'can do' attitude.
6. To support the Centre Manager with the delivery of the Business Plan and Corporate Plan ensuring that they are delivered on time and within budget.
7. To support the Centre Manager to ensure structures, processes and systems are maintained at FFH in line with policies, procedures, Service Level Agreement and Intra Group Agreement.
8. To liaise with internal and external stakeholders to build effective working relationships and strategic alliances to support the delivery at Fire Fit Hub.
9. Monitor and report to the Centre Manger on performance using agreed methodology. Propose and agree remedial plans of action where necessary.
10. To plan, co-ordinate and deliver major events at the Hub ensuring that all health, safety and safeguarding arrangements, consultation, resources and budgets are in place.
11. To oversee positive, consistent behaviour management for FFH members and centre users.

People Management:

12. Provide strong leadership and maintain effective employee relations.
13. To provide opportunities for development of the Youth Team through training, coaching an adopting good team ethics.
14. Display high degrees of self-motivation, commitment and time management.
15. Undertake communication process in line with service requirements.
16. Provide clear management to deliver positive changes and customer focused services, working within the LMH Group Design Principles.
17. Effectively manage all people issues in line with all LMH Group Human Resources strategies, policies, procedures and guidance.
18. To work closely with the Sports and Facilities Manager and Assistant Managers to ensure a co-ordinated approach to delivery.
19. Undertake day to day line management responsibility for the Youth Team and occasionally the Sports and Facilities Manager when covering annual leave.
20. Implement the staff appraisal and performance management system.

Health, Safety and Safeguarding:

21. Managing all aspects Health, Safety and Safeguarding at FFH and to act as the Safeguarding lead for FFH. Liaising with the Sports and Facilities Manager, Assistant Youth Managers and Centre Manager (Safeguarding Officer) to ensure robust safeguarding arrangements are in place.
22. To support the Centre Manager to manage and maintain detailed systems to identify, record, monitor and address incidents, ASB, behaviour management and individual needs; making referrals to support agencies where appropriate.
23. Support the Centre Manager with Health and Safety at FFH ensuring compliance with all Group Policies and relevant legislation including Data Protection, Equality and Diversity, Health and Safety and financial regulations.
24. To ensure that the building and activities which take place are managed to a high standards of health and safety.

Business Development:

25. Support the Centre Manager to develop good quality project proposals/applications for submission to donors, funding organisations including budgets and assist in identifying and procuring new funding streams.

Corporate Responsibilities:

26. Have knowledge of the Group's vision and promote the values of the organisation at all times.
27. Risk management is every member of staff's responsibility and everyone has a role in carrying out appropriate Risk Management by adhering to the Group risk Framework and contributing to risk identification, assessment and control exercises.
28. Support the delivery of value for money services, providing cost effective, efficient, quality services to meet existing and potential customers' needs.
29. Demonstrate Continued Professional Development (CPD) and a willingness to undertake further training.
30. To carry out any other duties appropriate to the job role as and when required.
31. To act as a keyholder and respond to emergencies where necessary.

Signature of Post Holder:	Date:
Signature of Manager:	Date:

Role: Youth Manager
Responsible to: Centre Manger – Fire Fit Hub
Responsible for: Assistant Youth Manager X 2, Youth Hosts X 9, Sports Activators X 2, Bank Staff, Volunteers

Location:	Fire Fit Hub	Essential	Desirable	Method of Assessment (see list below)
Education and Qualifications				
Educated to degree level or equivalent experience	✓			AF/CQ
A professional Youth Work qualification or equivalent experience	✓			AF/CQ
Evidence of continuing professional development.			✓	AF/CQ
First Aid at Work qualification.			✓	AF/CQ
Health and Safety qualification such as IOSH (or be willing to work towards).			✓	AF/CQ
Experience, Skills & Knowledge				
Substantial experience of leading and managing programmes which engage and inspire young people.	✓			AF/I
Track record of successful staff and volunteer management.	✓			AF/I
Experience of performance management in a customer focused organisation.	✓			AF/I
Substantial experience of working with young people and evidence of understanding young people's development needs and the issues important to them.	✓			AF/I
Willingness to work flexible hours in order to meet customer needs and business requirements.	✓			AF/I
Experience of operating budgets.	✓			AF/I
Knowledge of fundraising and grant reporting.	✓			AF/I
Excellent communication, presentation, negotiation, and customer service skills.	✓			AF/I
Experience of managing day to day health and safety within an organisation including facilities management.	✓			AF/I

Experience of undertaking safeguarding in a setting which includes children, young people and vulnerable groups.	✓		AF/I
Knowledge of current Legislation, and policy relating to Safeguarding children, young people and adults.	✓		AF/I
	Essential	Desirable	Method of Assessment (see list below)
Competencies			
Able to respond to changing customer needs through consultation and by acquiring feedback.	✓		I
Able to communicate effectively using an open, consistent and constructive style, whilst able to successfully engage stakeholders.	✓		I
Able to support a culture of strong commercial awareness and continuously strive for cost effectiveness whilst delivering objectives.	✓		I
Able to facilitate team working which creates and maintains an environment that encourages collaboration, liaison and networking within and across teams.	✓		I
Able to promote a culture of continuous development and improvement by encouraging and responding to contributions from all levels of the organisation and customer groups.	✓		AF/ I
Personal Qualities and Commitment			
Flexibility in approach to hours worked.	✓		I
Able to travel independently to other venues.	✓		I
Enhanced DBS check.	✓		External

Key

AF – Application Form

CQ – Certificate of Qualification

R – References

I – Interview (may include presentation or occupational test where appropriate)