



Inspiring change within our community

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Organisation	Blackburn Rovers Community Trust
Position	NCS Assistant Manager
Salary	£21,000 per annum per annum
Location	Blackburn Rovers Football Club, Ewood Park, Blackburn, BB2 4JF
Type of Contract	Full time – 1 year with a view to extension subject to funding and performance
Closing Date	5pm on Friday 14 th August 2020

Who we are

Blackburn Rovers Community Trust is one of the leading football club charities in the country, currently self-generating and reinvesting a record £1.8m annually in our local community, benefitting those who help us to record more than 45,000 engagements each year.

Winners of major awards in recent years – including the EFL North West Community Club of the Year and Northwest Football Awards Community Club of the Year – our fast-growing organisation currently employs more than 40 full-time staff and a similar number of part-time and casual coaches, helping us to deliver more than 50 projects and initiatives in education, health, social inclusion and sports participation, as part of our role as the official charity of Blackburn Rovers FC.

About the role

BRCT is a values-driven charity and we are seeking to appoint a like-minded, enthusiastic, charismatic and dedicated person to have strategic responsibilities in the management, organisation, recruitment and delivery of the National Citizen Service (NCS) Programme.

Main Purpose of the Role is to:



The main purpose of the role is to support with and take responsibility for aspects of the NCS programme at a strategic, operational, recruitment and delivery level. This includes working with the NCS Manager to manage the contract by liaising with key stakeholders, producing a business plan (including a 3-5-year recruitment strategy), managing cost/expenditure and ensuring successful delivery of the programme.

In addition to the above, the post holder is expected to support any other duties that are required that are deemed reasonable.

How to apply:

Please send your application form and covering letter to Gary Robinson by email

recruitment@rovers.co.uk or post to:

F.A.O Recruitment, Blackburn Rovers Community Trust, Ewood Park, Blackburn, BB2 4JF.

Interview dates: Interviews dates to be confirmed.

Please note that the job will be subject to satisfactory references and enhanced DBS procedures.



B DESCRIPTION		
1.	Job Title	NCS Assistant Manager
	Salary	£21,000 per annum
	Hours of Work	<p>You will have a standard working week of a minimum of 37.5 hours, excluding a 30 minutes lunch. You will be required to work some of these hours outside of normal office hours, at evenings, weekends and bank holidays.</p> <p>Please note this role will include residential based trips.</p> <p>The role will also include working some home match days as part of the match day coordination and to promote opportunities for the NCS programme.</p> <p>Time off in lieu and flexi working hours will be arranged at the discretion of your line manager for hours worked above this time.</p>
	Location	Blackburn Rovers Football Club, Ewood Park, Blackburn, BB2 4JF.
	Responsible To	NCS Manager
	Responsible For	Assisting in and taking lead on aspects of the NCS programme at a strategic, operational, recruitment and delivery level.
	Contractual Status	Full Time - Initially one-year, but with the possibility of an extension depending on funding and performance.
	Annual Leave	25 days + Bank Holidays



2.	Overall purpose of the Job	<p>The successful candidate will support with and take responsibility for aspects of the NCS programme at a strategic operational, recruitment and delivery level. This includes working with the NCS Manager to manage the contract by liaising with key stakeholders, producing a 3-5-year recruitment strategy, managing cost/expenditure and ensuring successful delivery of the programme.</p> <p>To do this, the successful candidate will have to recruit young people onto the programme from local schools and colleges in order to ensure all targets are met. Operational support will include recruiting and training temporary staff, planning and organising delivery timetables, deliver all aspects of the programme, encourage young people to stay involved pre-programme by facilitating pre-NCS events, and implement and oversee the post-graduation programme.</p> <p>In addition to the above, the post holder is expected to support any other duties that are required that are deemed reasonable.</p>
3.	Duties and Responsibilities	<p>The post holder will be responsible and accountable for:</p> <p>To support and take lead on aspects of managing the day to day responsibilities of the NCS programme, this involves (but is not limited to):</p> <p>To support with and lead on some aspects of managing the contact to ensure all targets are met.</p> <p>Create and sustain a recruitment strategy, taking lead on the recruitment and engagement of participants for the NCS programme to ensure all weekly, monthly and seasonal targets are met.</p> <p>Take a lead on planning, organising and delivering pre-programme NCS events to recruit young people, minimise attrition and sustain the interest of those already signed up.</p> <p>Lead on marketing the NCS opportunity within our designated area through schools, colleges and other outlets with enthusiasm and innovation. Be proactive and constantly seek new opportunities and ways to get young people involved in the programme.</p> <p>To attend sessions delivered by other departments in the community trust aimed at 15-17-year-old participants to offer them the NCS programme e.g. BTEC, The Neighbourhood Youth Offer etc.</p>



	<p>To be the first point of contact for participants, parents, school and college staff and providers pre, during and after the programme.</p> <p>Oversee administration ensuring monitoring processes relating to NCS are recorded consistently and accurately on Salesforce.</p> <p>Create and promote a positive customer journey for the young people and parent/guardian(s).</p> <p>Provide the NCS Manager with operational support which may include but is not limited to recruiting temporary staff, planning and organisation of the delivery timetables/workshops, liaising with allocated residential providers and booking transport.</p> <p>Implement, oversee and deliver aspects of our post-graduation programme, NCS Match Day and NCS Action Day.</p> <p>To monitor and evaluate all activity on the programme, including reporting to the English Football League Trust (EFLT). This will involve computer-based IT administration. Promoting the benefits of the programme to young people partners and benefactors.</p> <p>Handle and thrive of pressure during peak times of the programme.</p> <p>Attending NCS related meetings. These could be located anywhere in the country, including London. (Transportation costs and overnight stay, if needed, will be paid for).</p> <p>Promoting Blackburn Rovers and BRCT at all times and enhance the club's community cohesion work.</p> <p>Promoting the work of the organisation and ensure positive media is achieved through internal and external mediums – locally, regionally and nationally where applicable.</p> <p>Participating in continuous professional development activities.</p> <p>Promoting equal opportunities in service delivery and employment.</p> <p>Safeguarding the welfare of children and young persons for</p>
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		<p>whom you are responsible and with whom you come into contact.</p> <p>Acting in accordance with Trust corporate objectives and policies and seeks to promote them.</p> <p>Maintaining awareness of, and acting in accordance with, the provisions of the Health & Safety at Work Act.</p> <p>Fulfilling other duties, as may reasonably be required from time to time, including evenings, parents' evenings, Trust events etc.</p>
4.	General	<p>To at all times represent Blackburn Rovers Football Club and Blackburn Rovers Community Trust in a professional manner regarding to dress, presentation, personal hygiene, attitude, conduct and professionalism.</p> <p>To be able to work flexible and unsociable hours where the role of the job requires including some evenings, weekends and overnight/residential stays.</p> <p>To approach the role with positive energy and enthusiasm to really engage young people.</p>

5. Person Specification		
	Essential	Desirable
Demonstrable Experience	<p>Previous project management experience.</p> <p>Experience meeting key performance indicators (KPI)</p> <p>Knowledge and understanding of the NCS programme.</p> <p>Must have relevant experience of working with young people (15-19). This will include coaching, teaching or mentoring within a young person environment.</p> <p>Proven experience of leadership, preferably leading staff teams, young people and / or volunteers.</p> <p>Must have a 'can do' attitude.</p>	<p>Previous experience of delivering the NCS programme.</p> <p>Previous sales experience to challenging targets.</p> <p>Experience of delivering projects relating to outward bound activities.</p> <p>Experience of writing reports and coordinating a monitoring and evaluation system.</p> <p>Experience of promoting and recruiting participants onto programmes/activities.</p> <p>Working within a professional football club environment.</p>



	<p>A proven track record of successful project implementation and administration.</p> <p>Must be pro-active, self-motivated and can work on own initiative.</p> <p>Experience of speaking in front of groups, particularly groups of children/young adults in schools/colleges.</p> <p>Attitude to always strive to overachieve and continuously develop the programme and organisation.</p> <p>Willingness to constantly go above and beyond what is expected.</p> <p>A proven ability to work under pressure to tight deadlines.</p> <p>Working within partnership and multi-agency programmes. A proven track record of working with external partners.</p>	<p>Practical experience of managing information operating systems, including monitoring, evaluation and quality assurance frameworks.</p> <p>Experience of health and safety and/or welfare and safeguarding policies and procedures.</p> <p>Full understanding of the SALESFORCE system.</p>
Knowledge	<p>Knowledge and understanding of the NCS programme.</p> <p>Workings of the leisure industry</p> <p>Competent in IT and have good knowledge of Blackburn Rovers, Blackburn Rovers Community Trust, football and sport in general</p>	<p>Demographic area and the needs within them.</p> <p>NCS Extension Phase programme</p> <p>PHAROS Reporting procedure</p> <p>An understanding of the issues faced by young people.</p>
Skills	<p>The ability to manage young people.</p>	<p>Outward bound related</p> <p>NCS Trust Online Training</p>



	<p>Innovative and flexible approach to working.</p> <p>The ability to work professionally as part of a team of staff.</p> <p>Ability to respect confidentiality and act professionally on particular issues.</p> <p>Excellent attention to detail.</p> <p>Proven ability to prioritise workload.</p> <p>Proven planning and organisational skills.</p> <p>Excellent communication skills including written, telephone and interpersonal skills.</p>	<p>Experience of recruiting young people for a programme/organisation.</p>
<p>Qualifications</p>	<p>Graduate or graduate calibre.</p> <p>Valid safeguarding certificate (or willingness to update asap).</p> <p>Valid first aid at work certificate (or willingness to update asap).</p>	<p>Minibus licence (D1)</p> <p>Outward bound related qualifications</p> <p>Youth work related qualifications</p> <p>Critical Incident Training</p> <p>Other qualifications relating to working with 15-19-year-olds</p>

Please note:

The person appointed to this post will, from day-to-day, have contact with children and vulnerable adults, many of whom are under eleven years of age, and a number of whom may have moderate learning difficulties and/or disabilities. Therefore, the post holder will require an enhanced Disclosure Barring Service check.

Safeguarding Recruitment:

Blackburn Rovers Community Trust and Blackburn Rovers FC is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expect all staff to share this commitment. The successful applicant will be required to undertake appropriate safeguarding



checks as well as providing proof of right to work in the UK. The successful applicant can expect to have their personal information entered on to a Single Central Record and/or the FA's Whole Game system, which will be shared with key football and other sports governing bodies and organisations where applicable.

Equality, Diversity and Inclusion:

As we are a diverse community trust that respects differences in race, disability, gender, gender identity, sexual orientation, faith, background or personal circumstance we welcome all applications. We want everyone to feel valued and included in the football community and to achieve their full potential. BRCT is opposed to any form of discrimination and commits itself to the redress of any inequalities by taking positive action where appropriate.

The document is a guide only and should not be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in the light of changing needs of the organisation.

