

Job Description

Job Title:	Head of Programmes – South
Contract Type and Employment Period:	Permanent
Salary (FTE):	£42,819 - £45,154
Hours of Work per week:	37.5 hours - Full Time (flexible and unsocial working hours is required on occasions)
Accountable to:	Director of Programmes
Responsible for:	1 x Early Year Settings Manager, 1 X Sports Manager, Administration and Reception Staff, 1x Deputy Head of Programmes Dartford Branch and their respective teams.
Location:	Thamesmead
Key Liaisons:	Exec Team, Other Head of Programmes/Housing Team Woolwich / Staff/ Members/ Parents/ Guardians/Schools and External Agencies, Local Authorities/ Peabody/ Youth Team Community Partners/ Strategic Data Manager/ Sales and Marketing Team/ Y training.

1. Organisational Context

We are a charity and have been serving the local community for over 130 years. Whilst our focus is on young people, we work with all members of the community, in the belief that everyone should be able to reach their full potential, regardless of their background. We call this a youth minded community approach. We work across a number of boroughs including Havering, Barking and Dagenham, Dartford, Greenwich and Ashford. We work from the following locations; Romford, Dartford, Greenwich, Thamesmead and Ashford.

Every night we provide supported accommodation for homeless people locally, providing young people with opportunities to develop the necessary life skills to find work and live independently. We also provide a wide range of services in the local community; these include children's, youth and family work and health & wellbeing facilities. We want all of our staff to thrive. We are committed to work life balance, having fun, and inspiring each other to great things. We believe our leaders should make a real and significant difference to our organisation. We focus on people strengths as a basis for leadership development.

YMCA Thames Gateway are launching a new YMCA Hub in the Thamesmead area offering a range of services, including a Nursery, Sporting provision, Sailing and Outdoor Education and management of a Youth Centre. Thamesmead is undergoing a long term renovation project being led by Peabody. YMCA Thames Gateway have been invited to partner with Peabody to offer a substantial amount of the community services that will be required by both the current established community and new community members as the population grows. The vision for the Thamesmead project is to ensure that Young People are empowered and upskilled to lead and deliver the services that we offer. This will include developing young people into young leaders, who will be central to the local governance and development strategy.

2. Role Summary

As a highly skilled Head of Programmes who will have overall responsibility for ensuring that current work being undertaken by Peabody in Thamesmead is smoothly transitioned into the YMCA, with clear improvement plans to ensure the work is sustainable and meets best practice across the various delivery disciplines. The facilities that you will have overall responsibility for include a football and sports ground (including café/ bar), a youth centre, sailing and kayaking provision, climbing wall and Nursery.

The Dartford branch currently supports 3 early year settings and an afterschool club and has ambitions to grow its youth work, therapeutic support and fitness work. You will also be responsible for the management of a deputy who will take on responsibility for the Dartford Branch, and develop new programmes in this geographical area as they look to grow the work and programmes that happen within the Dartford Branch.

You will develop new work standards that fit with the current business planning, including the development of a hospitality offer/flexible work space, increased usage/ rental of the football pitches, implementing and marketing a fitness class offer, and relaunching the outdoor education facilities. Over time you will hone and improve the offer to the local community ensuring they have a voice as key stakeholders. The YMCA has aspiration to grow our therapeutic youth work and outreach offer into the Thamesmead area.

You will work with central services to analyse and respond to impact data and develop strategies and operational practices to improve the quality and reach of the work undertaken. A key component of the role will be to ensure that the operational teams are able to work to achieve and evidence KPI's and contract outcomes, requiring attention for detail, ability to clearly set targets and an ability to project manage.

You will work alongside other Heads of Programmes to ensure a standardised way of delivering services across all of the YMCA Thames Gateway Hubs, creating a strong and well respected brand, and sharing learning and best practice between different locations. It is possible that as a Head of Programme you will hold a specialist portfolio with responsibilities across the organisation, this would be acknowledged in remuneration, and could include:

- Designated Safeguarding Lead
- Nominated person for Ofsted
- Inclusion Diversity and Disabilities Lead
- Therapeutic (trauma informed) approach and practices

3. Main Duties & Responsibilities

- To provide strategic leadership and innovation in developing a new YMCA Hub.
- To translate strategic objectives and operational performance measures into workable team plans - manage and monitor the performance of the team.
- To lead the design, development, delivery management and evaluation of the programmes within the Hub.
- Overall responsibility for all operational delivery within Thamesmead including children's work, sports and fitness, outdoor education and community services.
- To ensure that the hub staffing structure is effective and able to increase the quality and reach of the services that the hub offers to the local community.
- To ensure all delivery is sustainable and meets mission.

- Lead on the merger of existing work/projects and staff into the YMCA Thames Gateway systems, processes, culture and values.
- To manage the delivery budgets for each of your programmes, taking responsibility for ensuring projects are sustainable
- To take overall responsibility for performance within the hub, maintaining knowledge of day-to-day operations and taking a proactive approach to resolving challenges and issues.
- To inspire, lead and manage a team of delivery staff, bank staff and freelancers, overseeing the supervision and appraisal processes locally. Ensuring leaders and staff are also managed consistently and to a high standard.
- To initiate develop and manage meaningful partnerships with the local authority, local community groups, schools and partners that will strengthen our offer to the local community.
- To work with the communications team to extend the reach of the membership pool and seek out the views and opinions of the members to improve the quality and impact of the work.
- Leading on effective communications to members and stakeholders, telling the YMCA Thames Gateway story and supporting members to belong contribute and thrive.
- To develop a Programmes Strategy for the hub setting out clear definitions for each service use, challenges, financial implications, future use and opportunity.
- To support with fundraising to allow the growth of new projects that have been identified as important for the local community
- Ensure that contractual obligations of funders and contractors are met, including KPI's, delivering on time and on budget.
- To respond to impact and performance data; writing strategies and supporting the teams to continually improve the services they offer, making strategic decision that increase the impact and outcomes for members.
- To work with other Heads of Programmes to share best practice and support the YMCA Thames Gateway brand.
- To work with other colleagues to help identify and pursue development opportunities that are in line with our ethos and business model.
- To manage and co-operate in complying with the relevant safeguarding, data protection, health and safety legislation policies and procedures in the performance of the duty of the post
- To actively seek out and develop new opportunities for growth.
- To monitor the capacity of teams alongside demand and allocate/change resources accordingly.
- To assess and manage risk in the settings through a robust and considered approach to risk assessments.
- To actively promote the use of additional services from within the membership pool
- To ensure all monitoring of outcomes is carried out by staff in a timely manner.
- To ensure all financial processes are carried out to a high degree of accuracy
- To support the department and the wider work of YMCA Thames Gateway in any duties deemed appropriate
- To attend department and wider YMCA meetings as required

4. Personal Development

Agree and review personal development objectives annually with your line manager and undertake agreed professional development.

5. General

- There may be occasions when the post holder may be required to work at any other of the YMCA TG sites/offices in line with service needs.
- The post holder must at all times carry out his/her responsibilities with due regard to YMCA TG policies and procedures in particular Equal Opportunities, Health & Safety, Confidentiality, Safeguarding and Data protection.
- All staff have a responsibility to participate in the YMCA TG Individual Performance Review Scheme and to contribute to their own development, and the development of any staff they appraise or are responsible for.
- The above Job Description is not intended to be exhaustive, the duties and responsibilities may therefore vary over time according to the changing needs of the service.

6. Confidentiality

In the course of your employment you will have access to confidential information relating to YMCA TG business. You are required to exercise due consideration in the way you use such information and should not act in any way, which might be prejudicial to the YMCA TG interests. Information which may be included in the category which requires extra consideration covers both access and to the general business of the YMCA TG and information regarding individuals. If you are in any doubt regarding the use of information in the pursuit of your duties you should seek advice from your manager before communicating such information to any third party.

7. Data Protection

YMCA TG is registered under the Data Protection Act 2018. You must not at any time use the personal data held by YMCA TG for a purpose not described in the Register entry or disclose such data to a third party. If you are in any doubt regarding what you should or should not do in connection with GDPR then you must contact the Data Protection Officer.

8. Safeguarding

YMCA TG is serious about safeguarding. The YMCA TG is committed to protecting the welfare of all children, young people and those adults who may be at risk of harm, as they participate in its services and/or activities. There are policies and procedures across our businesses to ensure a focus on the safety of children, young people and those adults who may be at risk of harm. Employees and volunteers throughout YMCA TG are responsible for ensuring they are familiar with these and new employees and volunteers are appropriately inducted. Any concerns in relation to Safeguarding should be reported to departmental Safeguarding Leads in the first instance and/ or escalated to the Executive Safeguarding Lead.

9. Equal Opportunities

YMCA TG is an Equal Opportunities employer and all employees are required to abide by and promote the policy and code of practice, as well as being aware of and operate within all relevant legislation.

10. Health & Safety

Employees must be aware of the responsibility placed on them under the Health and Safety at Work Act (1974) to maintain a healthy and safe working environment for both staff and visitors. Employees also have a duty to observe

obligation under YMCA TG and departmental Health and Safety policies, and to maintain awareness of safe practices and assessment of risk.

11. Financial Regulations

All staff are responsible for security of the property of the YMCA TG, avoiding loss or damage of property, and being economical and efficient in the use of resources. Staff should conform with the requirements of the standing Orders, Standing Financial Instructions and other financial procedures including the Code of Conduct and Accountability and the Fraud and Corruption Policy.

12. Job Description Agreement

**Job Holder's
Signature:**

Date

**[Managers]
Signature:**

Date

Prepared By:

**Name: Joanna Read
Title: Director of Programmes.
Date: 06/08/2019**

Evidence Assessed By - Key

A = Application Form / CV
 I = Interview
 T = Testing / Assessment
 P = Presentation

**Person Specification
 (Head of Programmes – South)**

No.	Criteria	Essential	Desirable	Assessed By
Education / Qualifications				
1	Educated to degree OR NVQ Level 5 or an equivalent level qualification in either Sports, Education, Childcare, or Play work.	X		A
2	Management qualification at level 3 or above or relevant certificates in project management, stakeholder management or business development.	X		A
3	Qualifications and training relating to at least one or more of the following areas: <ul style="list-style-type: none"> • Organisational Safeguarding lead • Nominated person for Ofsted • Inclusion Diversity and Disabilities • Therapeutic (trauma informed) approach and practices 	X		A I
4	Community development qualification or qualifications in community sports management/ Youth work		X X	A
5	Safeguarding Qualification		X	A
6	First Aid			A
Experience				
7	Track record of successful senior management level work experience gained in community development or charity sector	X		A I
8	Experience of leading community programmes, desirably including in Children, Young Peoples/ Family Services or the Health and Wellbeing; at a senior level for at least a year.	X		A I
9	At least one year experience of project management or contract managing; including tracking and evaluating outcomes		X	A I
10	Proven experience in starting up new, or truing around existing community work/ sport facilities.	X		A I
11	Experience in managing sports facilities		X	A I

	including football and Outdoor Education facilities			
12	Experience on developing education and youth work programmes		X	A I
13	A track record of being able to work with community partners and local authorities to design and implement new services that are desirable to the local community.	X		A I
14	A proven ability to identify and respond to local community needs and attract new funding streams that allow for work to grow and develop.	X		A I
15	Experience of creating a passion and enthusiasm from local families and children and young people to get involved in building new services and community projects		X	A I
16	Experience of managing complex budgets to ensure financial sustainability and growth in a social business.	X		A I
17	Able to think strategically and apply innovation and creativity to problem solving	X		A I
18	Able to work alongside young people and include them in the developments and improvements of projects	X		A I
19	Understanding of external legislation and guidance affecting the work and how to implement best practice	X		A I
20	Substantial experience in relationship management	X		A I
21	Experience of managing a staff team, including managing managers and team leaders.	X		A I
22	Experience of performance management, driving forward performance and evidencing results	X		A I
23	Experience of member engagement and working in partnership with internal and external stakeholders		X	A I
24	Experience in structuring teams to achieve an effective operational model	X		A I
Skills & Abilities				

25	Excellent ability to communicate effectively and appropriately both verbally and in writing with a range of people including: external stake holders, children, parents and members of staff.	X		I P T
26	Able to produce business plans and budgets, manage budgets responsibly – planning, monitoring, responding to changing priorities and deliver against key milestones	X		I P T
27	Ability to make difficult decisions, manage problems, tackle issues proactively, and finding solutions to influence positive change	X		I P
28	Able to lead change - being realistic, transparent and clear on the challenges	X		I P
29	Ability to work independently but also to work with and motivate others in the team	X		I P
30	Able to provide clear strategic leadership and develop leaders	X		I P
31	Able to take projects from a conceptual stage to implementation	X		I P
32	Able to work collaboratively across the business and understand the needs of other departments and hubs.	X		I P
33	Able to lead change – being realistic, transparent and clear on challenges.	X		I P
34	Outcomes focused - able to easily remove obstacles and barriers in order to get results.	X		I P
35	Strong Inter personal Skills , with the ability to engender confidence , support and commitment from others	X		I P
Personal qualities				
36	Uses own initiative and independence to deliver key objectives	X		I
37	Can work under pressure and prioritise workload	X		I
38	Committed to providing high quality services to the local community	X		I
39	Ability to relate to a wide range of people.	X		I
40	Adaptable and have a willingness to embrace challenges and change	X		I
41	Awareness and understanding of	X		I

42	Safeguarding and Health & Safety standards and application of such standards in own work environment. Able to self-motivate and drive forward new work	X		I
----	---	----------	--	----------

Please read the additional Core Competencies document, enclosed: The post-holder will be expected to demonstrate the skills, knowledge and behaviours outlined in the YMCA TG Competencies document, at a level appropriate to that at which they are operating.