



LONDON BOROUGH OF MERTON
CHILDREN, SCHOOLS AND FAMILIES DEPARTMENT
JOB DESCRIPTION

POST TITLE: Youth Service Manager

Grade: MGA

DIVISION/SECTION: Education

Location: Leyton Rd and Chaucer Centre

Responsible to: Education Inclusion Service Manager

Responsible for: Local Authority provided youth work units, youth work quality assurance and youth worker workforce development. This post has overall responsibility for all staff and volunteers working in the service and will directly line managing 4 Youth Work Managers and the Youth Service Support Officer. It will have overall budget responsibility. The manager also leads community development and income generation.

Post number:

Date: May 2017

1. MAIN PURPOSE

1. To provide the professional leadership and management of the local authority youth service in order to develop high quality youth work with safe provision, proving excellent outcomes for young people. This role leads on the service development through using each centre or service – a community model where each service is a resource to impact more widely on their community. The manager also leads on ensuring sufficient funding is available to run the service.

2. The post has the operational management, quality assurance and workforce development responsibility for Merton Youth Service units and youth workers within the Education Division of the Children Schools and Families Department.
3. Under the direction of the Education Inclusion Service Manager to take the lead in the development of and compliance to service policy, strategy and procedures for youth work and the Merton Youth Service.
4. To work with the Commissioning to ensure youth work quality and community relationships with commissioned youth/adolescent providers.
5. To work with the Education Inclusion Manager and wider Merton Youth Partnership to further develop the youth transformation agenda – including increased partnership and community development working, including liaison and response to ward councillors and lead members.
6. To ensure strong youth work practise with good outcomes for young people – ensuring that the voice of young people is key in the running of services.
7. To ensure that all finance, HR, personnel, buildings, health and safety and procurement are carried out efficiently and in line with council policies. To complete all senior admin processes as required.
8. To lead on income generation for the service to ensure its financial viability including lettings.
9. To ensure excellent and productive relationships with key partners.

2. MAIN DUTIES AND RESPONSIBILITIES

1. To lead on youth service policy and procedure development and on the production of Youth Service strategic and action plans including an annual Youth Service Business Plans for each unit and set expectations for the service.
2. To contribute to the Council's developing strategies for children's services and develop the youth work contribution to these and to the community safety agendas and other multi-agency partnerships targeting young people within Merton.
3. To manage and control the youth service budget and any external funding programmes and other income generation and to ensure budgets are accurate and expenditure is within budget.

4. To ensure youth service administrative and financial procedures are fit for the purpose and comply with Council policies
5. To prepare and make bids for funding which support the local authority youth service programme.
6. To directly run youth services as required.
7. To line manage the Pollards Hill and Phipps Youth Work Manager, , Duke of Edinburgh's Award Coordinator , Magic project and the Youth Service Support Officer
8. To ensure that the voice of children and young people is central to the service.
9. To line manage project managers or projects which may develop from time to time as a result of funding opportunities.
10. To produce evidence of impact and monitoring data showing the quantity and quality of youth work in Merton.
11. To have overall responsibility for part time youth workers and volunteers through the managers in and to ensure that the deployment of part time staff is within agreed budgets and effective
12. To be the designated safeguarding lead in the youth service.
13. To lead on the recruitment and selection of all staff within the Youth Service as vacancies arise.
14. To have responsibility for premises and resources although day to day management of premises and resources would be delegated to the Youth Service Support Worker
15. To compile an annual youth work workforce development plan and organise the in house training programme.
16. To ensure that a good quality and cost effective administrative, financial, customer and contractor service is provided which meets Council policy requirements, financial regulations and the requirements of organisations who contract services from the Youth Service.
17. To be responsible for the monitoring and reconciliation of the Youth Service budget including external funding which in total is in excess of 700,000.
18. To have lead responsibility for the payment of casual pay claims and payment to permanent youth workers both part time and full time

19. To complete monthly budgetary control summary reports and advise the Head of Service and Financial Services on issues and concerns as required.
20. To have responsibility for monitoring the expenditure of externally funded projects and the preparation of reports and returns as required by the funders.
21. To establish and maintain clear procedures for the control of income and expenditure ensuring that expenditure is within budget. Produce monthly reports to the Head of Service, which are accurate and reliable and recommending remedial action where necessary
22. To prepare the annual budget for the Youth Service, making in year revisions as necessary and set any income targets for the Service
23. To ensure that adequate administrative and financial systems are in place to ensure the effective and efficient administrative operation of the Youth Service including implementing recommendations in audit reports
24. To provide curriculum leadership for youth work.
25. To develop strategic partnerships with other agencies and services who work with young people and the voluntary youth sector in particular to lead on the community development model
26. To attend multi agency meetings and panels on behalf of the Youth Service as agreed with the Service Manager, including liaison with Ward Members and lead members.
27. To Work corporately with other council officers and services and elected members to promote a co-ordinated approach to work with young people in their communities.
28. Represent the Youth Service at regional, national and youth sector events and meetings which would promote and assist the development of the youth sector in Merton as agreed with the service manager.
29. Report to Council committees and Panels on the operation and development of the Youth Service as requested by the Director, Assistant Director or Service Manager.
30. To maintain and develop the Staff Manual for Youth Workers which would contain or give reference to all relevant policies and procedures, which are relevant to the safe and best practice of youth work and Council requirements. To compile or improve policies and procedures which are needed for this Manual as agreed with the Service Manager.

31. To be available for to be home contact and on call in the evenings and weekends for outings, residentials and serious incidents which may occur during the normal operations of the Youth Service. The post holder leads on the safety of staff and young people.
32. The post holder is required to comply with health and safety policies and procedures and to ensure that all staff in the Youth Service do likewise.
33. The post holder is required to adhere to the Council's Equal Opportunity and Inclusion Policies and to ensure that all staff in the Youth Service do likewise. To review access to the service and support staff to expand our approach to access and inclusion.
34. Other duties which are appropriate to the nature and grade of the post

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Children, Schools and Families DEPARTMENT

PERSON SPECIFICATION

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Grade: MGA
DIVISION/SECTION: Education Inclusion
Location: Leyton Rd/ Chaucer Centre
Responsible to: Education Inclusion Manager
Responsible for: Youth Service
Post number:
Date: May 2017

Experience / Qualifications / Skills / Knowledge:

1. Qualified in Youth or Community work or other suitable young people related qualification.
2. Successful experience of leading and managing youth and community services including part time staff and volunteers.
3. Able to demonstrate successful direct work with young people and adults.
4. Experience of managing processes around buildings and premises.
5. Experience of managing processes around staff: supervision, appraisal, HR, recruitment, workforce development.
6. Experience of safeguarding young people including health and safety and case work.
7. Successful experience of budget management and income generation.
8. Understanding of and commitment to Equal Opportunities policies, social inclusion and anti-discriminatory practice.

9. Willingness and ability work flexibly at times that the service is functioning – outside office hours including evenings and weekends and to travel around the borough.
10. Champion for the voice of young and their families in the service and their community
11. Proven advanced leadership, management and collaboration skills that impact on changes in the system
12. Excellent communication and interpersonal skills, good negotiation, persuasion and organisational skills.
13. Good level of IT skills, data management and reporting.
14. Strong Project management and organisational skills.