

CONCORDIA INTERNATIONAL VOLUNTEERS

JOB DESCRIPTION

Post: **NCS Delivery Officer**

Responsible to: NCS Delivery Manager

Purpose of Job: To support the delivery of the National Citizen Service programme, whilst embracing the principles of the NCS and its ethos. The post holder will primarily be office based providing administration support ensuring that NCS is a positive experience for all young people and staff, from introduction through to graduation and beyond

Location: Concordia office, Portslade

Salary Range: NJC 18 £18,070 pro rota

Contract: **Full time**

About the National Citizen Service

The National Citizen Service (NCS) is a flagship government programme that gives 15 to 17 year olds the chance to learn new skills and get involved in their communities as part of a rite of passage experience. Concordia is a local delivery partner in West Sussex and delivers the NCS programme in spring, summer and autumn seasons.

The aims of NCS are to enable young people to

- Learn new skills, including leadership and team work and to develop their confidence
- Meet new people from all walks of life
- Make a difference to their community, or an issue that they care about

Each NCS programme includes outdoor activities, getting to know the community and finding out about volunteering. Young people also design and implement a project plan to make a difference to the community that they live in.

JOB CONTENT AND DUTIES

General

- To provide support for the delivery of the NCS programme within budget
- To work according to all policies NCS ethos, data protection and health and safety policies and ensuring guidelines are followed, including updating the CRM
- To use a CRM to input and manage large amounts of personal and sensitive data, keeping all individual records up to date
- To attend NCS meetings as required
- To be available to work occasional evenings and weekends
- To maintain good working relationships with colleagues and other stakeholders
- To undertake duties as commensurate with the post

Engagement and Retention of Young People

- To input and monitor all new recruitment information on the CRM in a timely manner
- To maintain the Concordia NCS planner, ensuring that all information is correct and up to date
- To provide administration support using the Salesforce database from sign up to programme start date, to ensure the continued communication with and engagement of young people
- To deal with enquiries from young people and their parents/guardians before, during and after the programme, ensuring a high standard of service is provided

NCS Pre-Programme

- To liaise with young people and their parent/guardians to ensure that all sign up information is distributed, collected and input onto the CRM and Dropbox
- To identify residential venues for Phases 2 and 3, making initial phone calls, carrying out site visits and risk assessments where appropriate
- To make venue bookings for sessional staff recruitment and training
- To make travel arrangements for teams
- To make bookings for Phase 2 and 3 venues and workshops
- To plan and organise programme volunteer and charity days
- To distribute the Concordia NCS programme information and welcome packs so that young people and their parents/guardians are fully informed and prepared
- To prepare all NCS leader materials and resources for programme delivery

NCS Programme Delivery

- To support the NCS Manager to keep in regular communication with Team Leaders whilst on programme
- To ensure team registers are in place and that all acquired information is updated to the CRM
- To provide an office based source of support during programme delivery
- To ensure that all data is kept up to date and input in the CRM, NCS planner and Dropbox
- To confirm all Phases 2 and 3 venues and workshops
- To support the link between the young people, leaders, hosts, parents and Concordia
- To gather all NCS leader materials and resources following programme delivery
- To collect, collate and record all programme feedback
- To develop and secure positive relationships with all programme partners and contributors

NCS Graduation

- To make plans for the successful delivery of NCS graduation ceremonies
- To prepare and distribute all associated information to invitees

NCS Graduate Engagement

- To seek and explore opportunities for NCS Graduates
- To ensure that NCS Graduates are kept informed of opportunities that are available to them post-programme, including the Youth Board
- To liaise with the regional Graduate Manager
- To develop and maintain the Concordia Graduate Hub
- Any other duties required to support the general business of Concordia

PERSON SPECIFICATION

Please ensure that you refer to the following criteria when completing an application for this post.

Essential Criteria:

- A good general education, including 5 GCSEs, including English and Maths or equivalents
- Excellent administrative, planning and organisational skills
- Adaptability and ability to work both using own initiative and as part of a team
- Excellent communication skills in a variety of forms and contexts
- Sound decision making skills
- Ability to work under pressure and manage fluctuating workloads
- Willingness to work occasional evenings or weekends
- Good IT skills, including experience of using Microsoft Excel and Word
- Undertake a DBS check

Preferable Criteria:

- Previous experience of working or participating on the NCS programme
- Experience of working directly with 15-17 year olds e.g. Youth work and leading expeditions
- Experience of working in an office environment
- Experience of using a CRM to manage data
- A full driving license and use of a suitable vehicle