

# Youth Support Co-ordinator

## Application Pack

### Play your part at the National Youth Orchestra

The National Youth Orchestra is the UK's leading organisation championing orchestral music as a powerful agent for teenage development. We are a welcoming community where every teenager can play their part in shaping their world through extraordinary music.

It's the greatest adventure a teenager can have in orchestral music where young people develop much more than musical skills.

Joining the NYO community, they are opening up to new friends and possibilities. Stepping out to perform, they are stepping up to new challenges. Sharing their passion with other young people, they are learning to inspire and lead.

### The role

The Youth Support Coordinator is instrumental in fostering a safe environment for over 1,000 teenage musicians annually.

This position underpins NYO's commitment to nurturing a safeguarding culture and ensuring every interaction, from auditions to programme participation, is underpinned by robust processes.

In addition to supporting safeguarding casework and administering pastoral support for NYO and NYO Inspire projects, the Youth Support Co-ordinator plays a vital role in the planning and delivery of the annual recruitment process for musicians.



## Working at NYO

At the National Youth Orchestra, you'll work as part of a supportive, friendly and adventurous staff team. Learning and personal growth are intrinsic to every role.

Our spacious and light offices near Holborn in central London are a hive of activity, a space for collaboration and ideas. Hybrid working is standard for most roles, with a flexible and supportive culture. Most staff spend time enjoying and supporting NYO projects, concerts and events, sharing music with young people across the UK.

NYO offers a season ticket loan scheme, cycle-to-work scheme, health cash plan, retail and entertainment discounts and a 24/7 counselling and support helpline.

## Purpose of the role

The Youth Support Coordinator is part of the Programmes Team which delivers activity to over 1,000 young people each year. The role supports the organisation's safeguarding culture and policy ensuring a platform of systems and processes are in place. The role takes a key role in the planning and management of recruitment activities including auditions which for many young people is their first interaction with NYO.

- To support the development of safeguarding policy, compliance and training.
- Support safeguarding casework coordinating discussions, keeping records and updating the CRM database.
- Support NYO and NYO Inspire activity by coordinating the Support Team and ensuring documentation, information and resources are provided.
- Support the planning and delivery of the annual recruitment process for NYO including planning and managing auditions.



### Reports to:

Head of Youth Development

### Line management:

No direct reports

### Key relationships:

#### Internal

- Programmes Director
- Programmes team
- Communications & Fundraising team
- Finance and Operations team
- Freelance team (Support team, Nurse, tutors and stage managers)

#### External

- NYO and NYO Inspire musicians and other activity participants
- Parents and carers

# KEY RESPONSIBILITIES

## Support Safeguarding Policy and Practice

- Work with the Head of Youth Development to deliver NYO's safeguarding young people policy, supporting its review and development, and investigating new areas of practice.
- Liaise with the Head of Youth Development to disseminate NYO's safeguarding policy to staff, freelance staff, artists, and organisation partners.
- Support the delivery and sourcing of appropriate training for relevant adults.
- Liaise with NYO Manager, NYO Inspire Manager and NYO Schools Manager to ensure that all adults have up-to-date DBS checks.
- Liaise with the Finance & Operations Director to ensure that all salaried staff have up-to-date DBS checks.
- Collaborate with colleagues to ensure that NYO's culture is present and valued at all NYO and NYO Inspire activity ensuring that young people are able to thrive in our environment.

## Pastoral Care and Behaviour

- Support the Head of Youth Development in their response to and management of safeguarding and pastoral care matters for all young people through effective coordination and administration
- Support the delivery of care plans liaising with the NYO Nurse and Programme Managers.

## Support Team and Activity Planning

- Coordinate the recruitment, development and deployment of the freelance Support Team to support all NYO and NYO Inspire activities.
- Support the Head of Youth Development to develop Role Descriptions and Activity Plans for members of the Support Team, including all activity systems and processes.
- Coordinate the training for all members of the Support Team.
- Arrange contracts and relevant information for all freelance Support Team members.
- Create and deliver all activity paperwork including information sheets and resources, registers, accommodation lists and others for the successful management of NYO and NYO Inspire activity.
- Attend all NYO and NYO Inspire activity to support and supervise the work of the Freelance Support Team.
- Liaise with Programme managers to secure all relevant licensing for young people giving performances as part of NYO and NYO Inspire activity.
- Liaise with Programme managers to ensure that specific needs of young people are catered for in all areas of activity management including accommodation and catering needs.

## Recruitment and Young People

- Work with the Senior Manager, Programmes and Head of Planning & Operations to devise and manage the annual recruitment process for NYO.
- Manage the preparation and dissemination of recruitment information and resources.
- Support the Head of Planning & Operations in developing the annual application process.
- Work with the Senior Manager, Programmes to plan, manage and deliver digital and in-person auditions for NYO.
- Book and liaise with audition venues, staff, tutors, and creative leaders to build suitable audition activity.
- Manage the invitation and allocation of young people to auditions.

- Act as the event manager for NYO Final Round Assessment Days.
- Support the annual launch process for NYO leading on the preparation of *Young People Agreements* and chasing invitation responses, health surveys and other information.
- Be responsible for ensuring that all NYO participants' details and data is accurately stored and managed in the organisation's CRM database.
- Manage the Orchestra mailbox during the auditions period, delegating or responding to queries appropriately and filing communications where necessary.

## Person Specification

	Essential	Desirable
<b>Personal attributes</b>		
Demonstrates a genuine interest and enthusiasm for working with young people	✓	
Maintains a positive, flexible, and proactive attitude with a growth mindset, ready to tackle challenges and adapt to changing situations.	✓	
Exhibits strong teamwork capabilities, emphasizing collaboration, respect, and effective communication to achieve common goals.	✓	
Holds a deep understanding of and commitment to promoting diversity, equity, and inclusion in all aspects, ensuring a welcoming and supportive environment for all participants.	✓	
Exhibits empathy and sensitivity towards the needs and wellbeing of young musicians, including a commitment to safeguarding and pastoral care.	✓	
<b>Experience</b>		
Experience of administration of arts and/or educational activities		✓
Experience of engaging with Safeguarding Policy or practice, showing an understanding of the requirements to protect and support young people.		✓
<b>Skills</b>		
Fast, accurate and efficient administration skills	✓	
Initiative and the ability to structure time and prioritise effectively	✓	
Excellent interpersonal skills and the ability to connect with a wide range of people	✓	
Exceptional IT skills, especially Microsoft Excel and Word	✓	
Effective communication skills, both written and verbal, able to convey information clearly and sensitively to various audiences.	✓	
Ability to coordinate and manage events, including planning, logistics, and on-site supervision, ensuring a smooth and successful experience for participants and staff.	✓	

## Terms and Conditions

### Salary

£27,000 per annum

### Contract term

Permanent

### Hours

Full-time (35 hours a week)

### Annual Leave

27 days plus statutory bank holidays

### Place of work

10 Great Turnstile, London, WC1V 7JU

Hybrid working policy is applicable

### Probationary period

Six months

### Notice period

Two months

NYO offers a season ticket loan scheme, cycle-to-work scheme, health cash plan, retail and entertainment discounts and a 24/7 counselling and support helpline.

Most NYO projects take place during school holidays or at weekends, therefore the role will include some weekend and statutory holiday working, for which a TOIL policy is in place.

## Equal Opportunities

NYO is an Equal Opportunities employer. Diversity and inclusion are at the heart of our work, and this extends to our recruitment practices. We want to ensure that no job applicant, employee or participant receives less favourable treatment on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex and sexual orientation. Individuals will be selected, promoted and treated on the basis of their relevant merits and abilities. All employees are required to comply with and actively promote this policy.

## Safeguarding

NYO is committed to safeguarding and protecting the children and young people that we work with. We have a range of policies and procedures in place and aim to be a sector leader in good safeguarding practice. All employees, contractors, trustees and volunteers are committed to practices that establish and maintain an environment in which the welfare of the young person is paramount; ensure that policies and procedures protect young people from harm, and that all concerns and allegations of abuse will be taken seriously and responded to appropriately.

## How to apply

To apply for the role, complete the online application form available at <https://www.nyo.org.uk/about/work-with-us>

The deadline for applications is **Wednesday 24 April 2024** at 10am.

If you have any questions about the role, please contact [recruitment@nyo.org.uk](mailto:recruitment@nyo.org.uk).