



Deputy Centre Manager

Appointment Brief

Deputy Centre Manager

If you want to change lives, call us - we want to hear from you!

Become part of a dynamic charity, with a great mix of people committed to making a real difference for young people through a range of fun and challenging programmes and initiatives.

Action4Youth changes lives and creates better chances for young people by creating opportunities to discover their personal strengths and potential.

We work with young people from all backgrounds and all abilities to make a real difference to their futures.

We are a respected and dynamic charity based in Buckinghamshire and Milton Keynes but reaching young people across the wider southeast region.

The role of Deputy Centre Manager is pivotal to the continued success of our Youth Hub in High Wycombe. The Junction caters for 12 – 18-year-olds (up to 25 with SEND). This is an opportunity for someone with a can-do attitude and a strong desire to make things happen.

You will join a supportive, driven, committed team whose desire to achieve is matched by an intention to enjoy work on a day-to-day basis. You will be based in The Junction in High Wycombe, which is a multi service drop-in centre offering a full range of sessions and activities for local young people. You should expect to enjoy being part of a collaborative, loud and energetic organisation.

Our Mission

To support all young people's growth towards fulfilling and responsible adult lives, A4Y develops physical, mental, spiritual, moral and cultural abilities which act as:

- A Springboard towards realising dreams
- A Safety Net for those at risk
- A Voice of influence from the young and for the young

In order to benefit as many young people as possible while maintaining A4Y's financial stability, we partner with those (government, schools, youth clubs, businesses, trusts and foundations and others) who share our mission.

What we do

Action4Youth delivers various youth programmes including the National Citizen Service (NCS), The Inspiration Programme (TIP), Breakout and an established mentoring programme.

Action4Youth takes the strategic lead for the voluntary organisations supporting children and young people aged 5 – 25 years across its area. It has around 50 organisations in membership and offers a range of essential support and services.

Our outdoor education centre, Caldecotte Xperience in Milton Keynes, creates opportunities for young people to have amazing, challenging, fun and sometimes transformational experiences. They learn what they can do rather than what they can't, building their confidence and self-belief.

Action4Youth is the operating authority for Buckinghamshire, Milton Keynes and Northamptonshire for Open Awards Groups for the Duke of Edinburgh Award Scheme.

Job Description

Job Title

- Deputy Centre Manager (The Junction Youth Centre, High Wycombe)

Position in the Organisation

- **Reports To:** Centre Manager
- **Responsible For:** Youth Workers and freelance staff
- **Working hours:** The centre is open 7 days a week 4-9pm. Working hours are 1:45-9pm on a two-week rotation (4 days one week and 6 the following). This post includes regular weekend work.
- **Working With:** Other members of the Action4Youth team including the High Wycombe Mentor, other programme staff, schools, key partners including other local youth organisations, Buckinghamshire Council, Thames Valley Police and many more.

Main Purpose and Scope of the Role

This role will assist with the day-to-day management of the centre and lead a small team of staff, including Youth Workers and some freelancers. The Deputy Centre Manager will be working in partnership with the Centre Manager to ensure the safe running of the centre and to deliver youth work directly. This role will liaise closely with the Centre Manager in order to make sure youth provision is effective and inclusive for all young people.

This role will be based in a multi service drop-in centre in High Wycombe for young people aged 12 – 18 years (up to 25 with SEND). The service will offer a range of sessions and activities all under one roof, seven days a week, and provides specialist support to those who are vulnerable.

The centre provides support in the following areas;

1. Crisis support; a drop-in service operating seven days a week where young people can come in and access specialist support and signposting in the below areas from trained staff.

- Homelessness
- Sexual health/unplanned pregnancy/sexual identity
- Family breakdown
- Crime
- Violence
- Bullying
- Substance misuse
- Relationship breakdown

2. A programme of mentoring to support young people on a 1:1 basis.

3. Health and wellbeing; a timetable of weekly activities focussing on positive mental and physical wellbeing.

- Nutrition and cooking - A weekly 'cook along' session will be available for young people to participate in where they learn the basics of cooking healthy and cheap meals.
- A timetable of fitness sessions including boxing and MMA sessions.
- A fortnightly mental wellbeing session which will focus on topics such as positive body image, social media, mental resilience, stress management, positive relationships etc.

4. A Youth Space for socialising and leisure activities;

- Café area
- Pool table, table football, table tennis, gaming consoles
- Weekly homework/ study club providing a quiet space where young people can get support on any schoolwork
- Weekly SEND Youth Group- open to young people with additional needs only who can come to socialise and participate in sessions on life skills

Duties and Key Responsibilities

- Register young people on arrival at the centre
- Keep the centre clean and tidy and be responsible for opening/ locking up the centre
- Assist with the overall smooth running of the centre and all its activity strands
- Work closely with library staff, Eden security and other key partners
- Be the lead staff member, running the Youth Centre, when the Centre Manager is not on shift
- Attend Action4Youth team meetings (sometimes outside of working hours) and be a positive link between The Junction and the other Action4Youth sites
- Communicate effectively with all core staff, freelancers and partners to ensure the centre is running safely and effectively and always be a positive role model
- Assess the needs of young people to correctly plan and deliver sessions related to areas such as health, fitness, smoking, drugs, gangs, violence, relationships and bullying
- Set up and run regular group youth work sessions in line with the key areas listed above
- Develop a positive rapport with young people based on respect and trust, ensuring the youth centre is a safe and welcoming place
- Establish boundaries and challenge inappropriate behaviour
- Mentor, coach and support individual young people

- Work in partnership with families and other key people in the young person's life, as well as with professionals from other organisations such as social care, health, police, education, youth offending teams and local authorities, in order to build a strong support network
- Manage, support and mentor staff, including youth workers and placement students
- Undertake administrative tasks relating to the centre's efficient running, maintain effective recording systems and respond to queries
- Provide reports for funders and to SMT- including attendee numbers, case studies and other KPI's as per funding applications.
- Promote the services of The Junction and take the lead in organising recruitment events at local schools. These may be outside the regular working hours, and you will need to claim time back in lieu.
- Attend local networking meetings to represent Action4Youth and promote the services of The Junction
- Work collaboratively with local community organisations to offer the best services to young people
- Always Act as an Ambassador for Action4Youth.

General Responsibilities

- Support events and meetings when required.
- Support the continued development of quality standards as specified by Action4Youth.
- Support in other areas of the organisation as required by the CEO
- To have regard for the vision of Action4Youth and to display a commitment to equal opportunities and to the protection and safeguarding of children, young people and vulnerable adults.
- Report any behaviour, conversations or comments which are inappropriate within a setting for children and young people.
- To carry out any other Action4Youth duties as required by your Line Manager, CEO or Directors.
- Administering own workload which includes meeting targets and deadlines in line with the Action4Youth Performance Management System.
- Attending relevant CPD training events in line with Performance Management appraisal.
- Undertaking responsibility, as part of the team, for all Health and Safety work related matters.
- Working within the guidelines of Action4Youth policies and procedures.

| Person Specification: Centre Manager | Essential (E) Desirable (D) | Demonstrated at: Application (A) Interview (I) |
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| Skills, Experience and Knowledge | | |
| Previous work experience in the youth, education or community sector | E | A |
| Experience of planning, monitoring and evaluating work with young people | D | I |
| Be able to lead, manage and support a small team | E | A |
| Excellent communication skills, including being able to positively engage with young people from a wide range of backgrounds and actively involve them in the decision making process. | E | I |
| Confident user of IT, including Excel, Word, PowerPoint | E | A |
| Experience of using a CRM system | D | A |
| A full UK driving licence and access to a vehicle | D | A |
| Practical experience of designing and delivering presentations to a varied audience | D | I |
| Qualifications | | |
| A qualification and/or experience in youth work | E | A/I |
| Personal Attributes | | |
| A team player with a cheerful disposition who is outgoing, friendly, approachable, flexible and enthusiastic | E | I |
| Committed to young people's personal and social development and to providing opportunities which enable them to reach their full potential. | E | I |
| Integrity and discretion when dealing with sensitive information and compliance with data protection requirements | E | I |
| A flexible approach to work including willingness to take on tasks outside the normal remit and to work irregular hours. | E | I |
| Confidence to present to and motivate large/small, formal/informal meetings | E | I |
| Ability to understand and deliver effective communications to diverse audiences. | E | I |
| Prioritise and manage large workloads. | E | I |
| Ability to work alone using own initiative | E | I |
| Be committed to personal development and further training, as appropriate to the development of the role and Action4Youth | E | I |