

# CHIEF OPERATING OFFICER

**Location:** Blackburn & Darwen Youth Zone

**Contract:** 37.5 hours per week

**Salary:** £50-59,000

**Reporting to:** CEO

We are looking to recruit a committed Chief Operating Officer who is able to take the operational lead for the day to day running of the Charity. You will seek to find the opportunity in every challenge, be values-led and decisive in your decision making. You will have strong team leading skills and have a strong track record of delivering success in your area of specialism or across multiple departments.

For an informal chat about the role please contact  
[hannah.allen@blackburnyz.org](mailto:hannah.allen@blackburnyz.org)





OPENED JAN 2012



FREE ENTRY, FREE  
HOT MEALS

**5000+**

YOUNG PEOPLE ATTEND  
OUR SERVICE P/A



OPEN 7 DAYS A WEEK



3 MILLION POUND  
TRANSFORMATION

## ABOUT BLACKBURN & DARWEN YOUTH ZONE

Blackburn & Darwen Youth Zone, opened in May 2012 as an independent Charity, but we are proud to be part of the growing OnSide Network.

We work with young people aged 5-19 (up to 25 with additional needs) and offer youth work, health and wellbeing and employability services, giving young people somewhere to go, something to do and someone to talk to. Whilst our building and activities provide a hook for young people to initially engage with us, the relationships they develop with our team of Youth Workers ensures they return night after night. We pride ourselves as being one of the leading youth organisations in Blackburn and Darwen.

Our service to young people is focussed around a state-of-the-art, multi million pound facility that is purpose-built and remains dedicated to young people. This facility has recently undergone a 3 million pound transformation thanks to the Youth Investment Fund. This funding has allowed us to redevelop our Blackburn site to be able to offer a wider range of services for young people whilst celebrating the history of the building. Our newly developed Fusebox is the site where electricity was first generated in Blackburn. Alongside our history we also have a football pitch on our roof, this is one of Blackburn's best kept secrets!

Our services for young people are needed more than ever and despite the prevalent challenges around the lasting impact of the pandemic, young people feeling isolated and the cost of living crisis, our team continues to provide a home from home for young people.

# HOW WE MADE A DIFFERENCE IN 2024

# 22,834

YOUNG PEOPLE SUPPORTED BY  
BLACKBURN & DARWEN YOUTH ZONE  
SINCE IT OPENED ITS DOORS IN 2012

# 17%

YOUNG PEOPLE WITH  
ADDITIONAL NEEDS



# 27,095

FREE HOT MEALS TO YOUNG PEOPLE

YOUNG PERSON QUOTE

"Youth zone has helped me  
make more friends."

# 493

SESSIONS HELD

# 66,478

ATTENDANCES

Per annum

# 1,446

NEW MEMBERS IN 2024



# 576

YOUNG PEOPLE  
SUPPORTED INTO  
EDUCATION,  
EMPLOYMENT OR  
TRAINING  
(SINCE THE LAUNCH  
OF YOUTH HUB IN  
2021)

# 13,337

ENGAGEMENTS IN MAKER  
ZONE (STEM)

# 26,639

ENGAGEMENTS IN SPORTS

# 8,160

ENGAGEMENTS IN HEALTH &  
WELLBEING

YOUNG PERSON QUOTE

"I wouldn't be where I am now if I didn't  
have the support of the Blackburn  
Youth Hub. Through 1-1s they have  
given me the opportunity to gain my  
confidence back and they have helped  
me push my limits even further and got  
me out of my shell."

## THE ROLE

As a member of the Executive Leadership Team, our Chief Operating Officer will work closely with the CEO and senior managers to ensure the Charity delivers its vision and strategic objectives.

You will drive the development and execution of the Youth Zone's operational plans and delivery of the annual business plan. You will do this by supporting, leading and motivating the senior management team, taking responsibility for the efficient and effective delivery of internal operations of the Youth Zone, including the back office, administrative functions and the offer to young people.

The Chief Operating Officer will deputise for the Chief Executive by engaging with a wider set of external stakeholders, collaborators and partners.

## DUTIES AND RESPONSIBILITIES

- To contribute as a member of the Executive Leadership Team to the development and delivery of the Charity's vision, values and organisational purpose
- Provide strategic leadership and management of every aspect of the Youth Zone's day to day operations (covering both front-line delivery and back office) in line with the direction of the CEO, Youth Zone's strategic goals, and requirements of the Board of Trustees
- Provide strategic direction and offer proactive challenge and support to continuously drive up standards across:
  - Service delivery for children and young people
  - Project management
  - Finance
  - Facilities
  - Administration support
- To actively manage and monitor budgets as assigned and contribute to budget development
- Lead on performance reporting and management systems to enhance forecasting, impact assessment and decision-making
- Lead on workforce supervision, appraisals and development planning across the whole organisation
- Support the CEO to develop the risk register for the Charity so trustees can easily identify major issues and ensure effective mitigation procedures are in place and regularly reviewed

- Work closely with the Leadership Team to ensure the Charity is fully compliant with all relevant reporting requirements and ensure necessary processes and procedures are in place, including:
  - Compliance with funding and contractual requirements
  - Compliance with reporting requirements to Board of Trustees
  - Conformance to data protection legislation
  - Conformance of facilities and operation to Health and Safety legislation
  - Compliance with all HR legislation
- Be responsible for the line management of our Head of Youth Work, Head of Programmes, Head of Targeted Service, Head of Finance and Marketing and comms
- To undertake any other reasonably required duties as instructed by the Chief Executive, in addition to the role-specific tasks and responsibilities detailed above.
- Be a role model for young people and present a positive “can do” attitude.
- Take personal responsibility for your own actions.
- Commit to a culture of continuous improvement.
- Work within the performance framework of Blackburn and Darwen Youth Zone, and OnSide.
- Represent Blackburn and Darwen Youth Zone positively and effectively in all dealings with internal colleagues and external partners (middle to senior relations) .
- To be alert to safeguarding and child protection issues, ensuring the welfare and safety of Youth Zone members is promoted and safeguarded, and to act as one of the organisation's designated Child Protection Officers using the safeguarding policies, procedures and practice (training to be provided for associated frameworks).
- To assist with any promotional activities and visits that take place at the Youth Zone.
- To adhere to Blackburn and Darwen Youth Zone policies at all times, with particular reference to Health and Safety, Safeguarding and Equal Opportunities

VIEW B&DYZ  
STRATEGY [HERE](#)

VIEW LEADERSHIP  
STRUCTURE  
CHART [HERE](#)



## PERSON SPECIFICATION

### ESSENTIAL

#### Method of Assessment

A = Application

I = Interview

- Excellent strategic and analytical skills with the ability to combine effective, long-term business planning and short-term reactive work (A & I)
- Personal credibility in developing and managing relationships with partner organisations, key stakeholders and external contacts (A & I)
- Demonstrate a high level of organisational and people skills (A & I)
- Evidence of successful delivery of KPI's through effective leadership and management of others (A & I)
- The ability to assess performance and progress using both quantitative and qualitative information and reporting to a management committee/board or equivalent (A & I)
- Knowledge and understanding of corporate business functions such as People and Culture, Finance, Health and Safety and IT/ Cyber security. (A & I)
- A proven track record of translating creative, strategic thinking into practical, deliverable activity. (A & I)
- Ability to foster a culture of staff development and effective performance to develop a strong, cohesive and supportive team culture that delivers consistently higher standards (A & I)
- Knowledge and understanding of issues, challenges and opportunities relating to children and young people (A & I)
- A clear commitment to Equality, Diversity and Inclusion and demonstrable impact in this area (A & I)

### DESIRABLE

- Management or leadership qualification level 5 or above (A)
- Current driving license and access to transport (A)
- Experience of facilities management and contractor relationships (A & I)

## BENEFITS



FREE GYM ACCESS



33 DAYS HOLIDAY  
(INCLUSIVE OF BANK HOLS)



WELLBEING SUPPORT



FLEXIBLE WORKING



BIRTHDAY DAY OFF

## HOW TO APPLY

Blackburn & Darwen Youth Zone is committed to the safeguarding of young people. In accordance with our Child Protection and Safeguarding procedures, this position requires an enhanced DBS check.

The strength of OnSide Youth Zones comes from the diversity of the people within our vibrant network. We are proud that our Youth Zone team reflects the communities we serve, and we value people working together from a range of different backgrounds locally and nationally, and with different experiences, all with a shared passion for boosting the aspirations of young people across the country. Diversity brings innovation, fresh ideas and creativity, and we actively strive to create a culture that is truly inclusive and fair for all and where everyone in the team can be themselves and thrive. The Youth Zone welcomes applicants from all sectors of the community.

There may be occasions when working in evenings and weekends are required due to Youth Zone operating hours.

Applications close on 7th April 2025 and interviews are expected to be held w/c 14th April 2025

To apply, send your CV and cover letter via the Indeed [HERE](#)



**Our HEART values are at the core of everything we do.**



**HONESTY**



**RESPECT**



**EXCELLENCE**



**OUR VALUES**



**TEAMWORK**



**ACCOUNTABILITY**