

## Job Description

<b>Role</b>	Membership Manager (Quality Mark)	<b>Location</b>	Pitfield Street, London
<b>Reports To</b>	Senior Membership & Workforce Development Manager	<b>Responsible For</b>	Delivery Officer (Quality Mark)
<b>Team</b>	Membership / Delivery Directorate	<b>Contract Type</b>	Permanent
<b>Salary</b>	£35,252	<b>Hours of work</b>	37.5

### Summary Purpose - what you will be achieving.

This role will lead the smooth delivery of London Youth's flagship Quality Mark programme. This programme has three tiers.:

- **Bronze Quality Mark** – focusses on the policies and procedures that youth organisations are required to have in place to ensure they operate legally and provide a safe environment for service users.
- **Silver Quality Mark** – focusses on the quality of an organisations provision for young people as well as the level of commitment to ensuring staff and volunteers are trained to a high standard and deliver excellent youth work.
- **Gold Quality Mark** – focusses on the organisation's positive impact on young people as well as its commitment to continual improvement.

Our quality mark programmes play a key role in supporting the development of our valued members. This important work will benefit youth organisations for years to come, not only with improving their youth offer, policies and procedures and quality of their workforce; but it also supports organisations with securing funding as our quality marks are recognised by many London funders.

### About the role – what you will be doing

You will be responsible for leading the team who deliver our bronze, silver and gold quality marks. This will involve line managing a Delivery Officer as well as supporting other members of the Membership Team to deliver this programme. You will be responsible for planning and chairing monthly quality mark meetings as well as creating clear systems and processes that will enable the team to deliver effective and standardised support to members during their quality mark journey.

You will be responsible for the quality mark data on our CRM (Salesforce) and will ensure this is up to date. You will utilise this data to monitor the progress of the delivery of each level quality mark and for reporting purposes internally and externally.

You will use evaluation and feedback data to ensure the Quality Mark remains relevant and that we continue to improve this part of our core offer.

You will be responsible for creating resources for our Quality Mark Resource Library as well as ensuring all quality mark related web pages up to date on our website.

Your role is focussed on the delivery of all three Quality Mark levels; you'll induct members onto the programmes, support a percentage of them through the programme via online check in meetings and emails, and you will utilise your knowledge and experience of youth work practice to assess youth organisations quality mark evidence folders (you will receive specific assessors training).

You will have overall responsibility for all communications sent to members regarding the quality mark programme and will ensure our members receive excellent customer service.

You will work closely with our training lead to ensure we are offering training that supports our members to achieve a quality mark.

You will lead on the 'young observers' element of the silver and gold quality marks. The young observers are young people from our youth board that visit organisations undertaking a silver or gold quality mark and provide feedback on their experience.

### **About you – what you bring to the role.**

You have considerable experience of designing and delivering successful youth work programmes and/or have a qualification in youth work (minimum level 3).

You will have experience of delivering face-to-face youth work. You are aware of the many issues young people may face and have the skills and knowledge needed to support them. (For clarity, this is not a frontline youth work role, however knowledge and experience in delivering youth work is essential).

You are an excellent communicator and are comfortable presenting to large groups of people and individuals.

You have significant experience of project management and are a proficient problem solver.

You have experience of line managing staff and/or volunteers.

You have a good understanding of what resources and support youth workers require in order to be the best they can be.

You have an excellent understanding of the youth sector – both the challenges it faces and the positive impact it has on young people.

**Issue date: December 2024**

**This is a hybrid role (minimum two days in the office per week). Applicants must live in London.**