



Human Resources
Title: Job Description
Policy Owner: Chief Executive Officer

# YOUTH SERVICE LEAD

## Job Purpose

The Youth Service Lead forms part of F4YP’s newly structured leadership team, supporting the CEO and Head of Operations. The Services Lead is responsible for the leadership, management, and oversight of high-quality programme delivery for young people across Fun 4 Young People’s services in Bedfordshire.

This role ensures delivery is safe, effective, and impactful and aligned to our strategic priorities, including community engagement, access to enrichment opportunities, and wraparound support for young people and families.

You will lead delivery across multiple programmes and venues, ensuring services reach over 500 children and young people across 50+ schools and provide consistent, high-quality experiences that build confidence, wellbeing, and a sense of belonging.

You will manage and support a team of delivery staff, ensuring strong pastoral practice, safeguarding, and operational excellence.

Through your leadership, you will contribute to achieving key outcomes including increased participation, improved wellbeing, and positive engagement in core delivery and community activities.

## Role Details

**Salary:** £30,000-34,500

**Contract:** Fixed Term - 3 years

**Hours:** 37.5 hours per week

**Afterschool Delivery (Term time):** Oversight across Bedfordshire

Holiday Club Delivery (Oversight & leadership across delivery periods)

**Working Hours:** Monday - Friday, including evening work in line with delivery schedule

Monday - Friday, with flexibility for delivery

This is a full-time managerial role within our charity, working with young people. The role is offered on a 9-day fortnight (9 days worked over 10), with one scheduled day off every two weeks (Friday). For approximately 10 weeks of the year (during holiday club periods), you will be required to work 5 day weeks. Exact working hours will reflect the demands of the role.

**Location:** Delivery in Bedford/Bedfordshire. Non delivery hours based at our Bedford Office

## Key Responsibilities

### Programme Delivery Leadership

- Lead the day-to-day management of programme delivery across all Bedfordshire sites
- Oversee promotional plan for services, ensuring spaces are filled in accordance with funder targets.
- Ensure sessions are safe, engaging, high quality, and outcome-focused

Code:	2.1.7	Date:	April 2026	Next Review:	April 2026
F4YP © UNCONTROLLED IF COPIED OR PRINTED					Page 1 of 6



Human Resources
Title: Job Description
Policy Owner: Chief Executive Officer

- Oversee afterschool provision in line with delivery targets
- Lead holiday provision with support from delivery team
- Coordinate delivery including staffing, planning, timetabling, logistics, daily operations and communication
- Coordinate tutors, ensuring clear roles, effective deployment, and appropriate ratios
- Contribute to programme design and development, working with delivery staff, tutors and providers.
- Ensure all delivery meets F4YP standards through consistent quality and outcomes
- Ensure staff follow F4YP policies, procedures, and safeguarding standards within delivery
- Maintain oversight of curriculum delivery, resources, and operational coordination
- Create and update risk assessments for all venues and activities, ensuring compliance to the colleague health, safety and wellbeing handbook.
- Ensure effective set up and pack down of all sessions, including equipment and venue readiness
- Oversee bookings and sign-ups, ensuring accurate registration and smooth administration.
- Identify opportunities to increase engagement and impact
- Manage delivery within the allocated budget, ensuring effective and appropriate use of resources

### Pastoral Oversight

- Ensure young people have access to safe spaces, trusted adults, and consistent support
- Support the continued development, maintenance, and effectiveness of F4YP’s pastoral framework, ensuring it is embedded across delivery so that the team can identify emerging needs early and respond effectively before challenges escalate.
- Support delivery of wellbeing pathways and early intervention approaches
- Ensure staff effectively use the F4YP Pastoral Toolkit to support young people and achieve positive outcomes
- Oversee and ensure all personnel follow F4YP code of conduct and behaviour and safeguarding policies, including use of appropriate behaviour management strategies, de-escalation techniques and Positive Handling (Team Teach).

### Safeguarding

- Ensure F4YP safeguarding practices are embedded across all delivery
- Act as DDSL for Bedfordshire delivery and undertake regular training.
- Support staff to identify and escalate concerns appropriately
- Attend and contribute to complex multi-agency meetings (TAF, CIN, CP, LAC)
- Ensure safeguarding records, individual risk assessments and pastoral plans are accurate and compliant
- Ensure appropriate actions and follow ups are taken for all identified safeguarding concerns.

### Team Leadership & Management

- Line manage a team of delivery staff (approx. 5-7 reports)
- Provide day-to-day leadership, supervision, and performance management
- Support staff development through training, coaching, and guidance
- Monitor and address practice to maintain high standards of delivery
- Monitor and manage delivery performance against KPIs, outcomes, and organisational targets
- Oversee staffing structures including ratios, roles, and volunteers



Human Resources
Title: Job Description
Policy Owner: Chief Executive Officer

- Lead the recruitment, onboarding, and effective deployment of volunteers to support high-quality delivery
- Lead team meetings, 1:1s, and performance reviews

### Quality, Impact & Monitoring

- Monitor delivery against outcomes and ensure programmes meet agreed objectives
- Ensure accurate and up-to-date records for young people and families
- Oversee data collection and including attendance, evaluations, and impact evidence and feedback from service users and partner organisations.
- Demonstrate and evidence impact of delivery and services on young people attending F4YP.
- Provide necessary reports and updates for funders, and ensure compliance with programme requirements
- Ensure all F4YP communications, both internal and external, are in line with brand guidelines, policies and procedures.
- Support development and maintenance of delivery procedures.

### Partnerships & External Relationships

- Build and maintain relationships with schools across Bedford Borough and Central Bedfordshire
- Work with external partners and agencies to support referrals and delivery
- Act as a key contact for delivery within partnerships
- Support multi-agency working to ensure coordinated support for young people including school reports, collaboration of support with partner schools and agencies, and F4YP representation at professional meetings
- Support delivery mobilisation in new areas and communities

### Operational & Financial Management

- Manage the delivery budget and ensure effective use of resources
- Support operational processes including invoicing and purchasing
- Ensure delivery is efficient and aligned with organisational priorities

### Organisation, Administration & Professional Responsibilities

- Always follow F4YP processes and procedures
- Use internal systems (e.g. Microsoft 365, Salesforce) to maintain accurate records and manage programme data
- Maintain organised systems for planning, communication, and delivery
- Support the creation and distribution of promotional materials
- Act as a point of contact within the office, responding to enquiries, calls, and visitors, and resolving queries where possible
- Complete regular reporting, attend 1:1 meetings, and participate in appraisals and training, including annual Team Teach and First Aid
- Work collaboratively as part of the F4YP team, contributing to a positive, supportive, and professional working environment, and building strong relationships with colleagues and wider personnel

Code:	2.1.7	Date: April 2026	Next Review: April 2026
F4YP ©	UNCONTROLLED IF COPIED OR PRINTED		Page 3 of 6



Human Resources
Title: Job Description
Policy Owner: Chief Executive Officer

- Develop and maintain constructive relationships across the organisation and with service users, parents/carers, schools, funders, and other stakeholders
- Act as an ambassador for F4YP, representing the organisation professionally at all times and proactively promoting its values, services, and impact, seeking opportunities to raise awareness and contribute to increased visibility, engagement, and long-term sustainability
- Uphold F4YP values, always acting as a positive role model and adhering to the F4YP code of conduct
- Maintain up-to-date knowledge of F4YP's strategic priorities, aims, values, and outcomes, ensuring all work is aligned with and contributes to the organisation's overall mission and impact
- Undertake additional duties as required by the needs of the organisation

## Scope & Limits of Authority

The post holder has responsibility for the following:

Staff: Yes - delivery team and sessional staff.

Budgets: No

Assets: Yes - equipment and resources necessary for delivery

## Person Specification

### Qualifications & Experience

- Educated to degree level or equivalent experience in a relevant field (e.g. youth work, education, social care, or community development)
- Minimum of 3-5 years' experience in delivering programmes for children and young people
- Experience of delivering or overseeing afterschool, holiday, or community-based provision
- Strong experience of safeguarding and pastoral support for children and young people
- Experience of working with children and families with SEMH and/or SEND needs
- Experience of working with schools and external partners
- Experience of monitoring outcomes, data collection, and reporting
- Experience of managing or contributing to programme budgets (desirable)
- Experience of multi-agency working and understanding of systems supporting young people (e.g. education, safeguarding, early help)

### Skills & Competencies

- Strong leadership and people management skills, with the ability to motivate and develop a team
- Ability to lead operational strategy and translate organisational priorities into effective delivery

Code:	2.1.7	Date: April 2026	Next Review: April 2026
F4YP ©	UNCONTROLLED IF COPIED OR PRINTED		Page 4 of 6



Human Resources
Title: Job Description
Policy Owner: Chief Executive Officer

- Ability to manage multiple delivery streams, sites, and priorities effectively
- Strong organisational and operational planning skills
- Ability to ensure high-quality delivery through monitoring, support, and challenge
- Confident decision-maker, able to manage risk and respond to issues in real time
- Strong communication skills, with the ability to build relationships with young people, staff, schools, and partners
- Ability to analyse delivery data and use insight to improve outcomes
- Ability to manage performance against KPIs and organisational targets
- Strong problem-solving skills and ability to adapt to changing delivery needs
- Ability to work both strategically and operationally

### Knowledge

- Strong understanding of safeguarding, child protection, and relevant legislation
- Knowledge of SEMH (Social, Emotional and Mental Health) and its impact on children and young people
- Understanding of effective behaviour management strategies
- Knowledge of programme delivery within schools and community settings
- Understanding of funding requirements and how delivery performance impacts income and sustainability
- Understanding of monitoring and evaluation processes and outcome frameworks
- Awareness of funding requirements (e.g. HAF or similar programmes) and compliance expectations

### Attributes

- Strong leadership presence with a proactive and accountable approach
- Committed to high standards of delivery and continuous improvement
- Calm and resilient under pressure, able to manage challenging situations
- Solution-focused, with a practical and hands-on approach
- Strong team player who can also take ownership and lead
- Passionate about improving outcomes for children, young people, and families
- Committed to F4YP's values and mission

### Additional Requirements

- Full, clean UK driving licence (MANUAL) and ability to travel between delivery sites
- Willingness to work flexibly, including evenings and holiday periods in line with delivery
- Enhanced DBS check (or willingness to obtain)
- Commitment to equality, diversity, and inclusion
- Willingness to undertake ongoing training and professional development including Team Teach and First Aid

Code:	2.1.7	Date: April 2026	Next Review: April 2026
F4YP ©	UNCONTROLLED IF COPIED OR PRINTED		Page 5 of 6



Human Resources
Title: Job Description
Policy Owner: Chief Executive Officer