

YOUTH WORK DEVELOPMENT MANAGER

Job Description

Responsible to:	Head of Children, Youth & Families at YMCA St. Paul's GroupDevelopment
Responsible for:	Youth Programme Officers, Youth Services staff, volunteers and the operational leadership of YMCA St Paul's Youth Project services
Hours of Work:	35 hours per week, generally worked within office hours, Monday to Friday, with occasional evening and weekend work
Salary:	£41,200 per annum
Work Location:	YMCA St Paul's Youth Project locations, including Hayes and Walthamstow, with travel required across YMCA St Paul's Group locations. Hybrid working may be available and can be discussed at interview.

Job Purpose

The Youth Work Development Manager is the most senior post within YMCA St Paul's Youth Project, a subsidiary of YMCA St Paul's Group, and is responsible for the strategic, operational and financial leadership of youth services for young people aged 11–25, with a particular focus on those facing disadvantage.

The post holder will manage, oversee and develop the day-to-day running of all youth services, ensuring high-quality, safe and impactful provision across multiple sites. They will lead the development and implementation of new services, support income generation and sustainability, and ensure services operate within agreed budgets, policies and business processes.

As the senior operational lead for the charity, the role provides visible leadership to staff and volunteers, builds strong relationships with partners, funders and stakeholders, and ensures that safeguarding, quality assurance, data reporting and performance management are embedded across all youth work activity.

Organisation Context

YMCA St Paul's Group is the largest YMCA in Europe and a leading provider of supported housing, youth and community services.

The Youth Project is a registered charity and a subsidiary of YMCA St Paul's Group, responsible for the delivery, development and growth of high-quality youth services across our sites. The charity supports young people to develop the skills, resilience and confidence needed to thrive.

Duties and Responsibilities

Leadership, service development and delivery

1. Provide senior leadership for YMCA Youth Project Charity, ensuring youth services are safe, effective, financially sustainable and aligned with the strategic aims of the parent company, YMCA St Paul's Group.
2. Manage, oversee and develop services for young people aged 11–25, with a particular focus on those facing disadvantage.
3. Lead the design, mobilisation and implementation of new youth services and funded projects from beginning to end, ensuring positive outcomes for young people.
4. Ensure services are delivered to a high standard, with clear quality assurance, performance monitoring and impact reporting arrangements in place.

People management

1. Lead recruitment, induction, supervision and development of youth work staff and volunteers.
2. Provide line management, motivational leadership, mentoring and coaching, ensuring clarity of direction, effective communication and professional development.

3. Conduct regular supervision, performance reviews and team meetings, identifying training needs and promoting shared learning and best practice.
4. Manage rotas, staff cover, absence, HR paperwork and effective deployment of staff skills across the service.

Finance, funding and reporting

1. Work with the Head of Children, Youth and Families to set, monitor and manage annual budgets for youth services.
2. Maintain accurate financial, performance and impact records and support Head of Children, Youth and Families to produce reports for senior management, Board, funders and external stakeholders as required.
3. Identify and support alternative funding opportunities for new or expanded youth work activity, working with fundraising colleagues and the Group Director of New Business Development where appropriate.

Safeguarding, compliance and partnership working

1. Ensure compliance with safeguarding, confidentiality, data protection, health and safety and all relevant organisational policies and legislation.
2. Oversee information provided to statutory agencies, the police, funders and other partners, ensuring accuracy, confidentiality and appropriate escalation.
3. Build and maintain effective relationships with internal colleagues, community partners, statutory agencies and funders to strengthen outcomes for young people.

All managers:

1. Ensure compliance with all relevant legislation including Safeguarding, Confidentiality, Data Protection and Health and Safety guidelines and policies. Oversee all information provided to statutory agencies and the police.

2. Assist in the collation of statistics and data for the purpose of reporting to the Senior & Executive Management Teams, Board of Directors, and other external stakeholders or funders.

All staff:

1. Attend all relevant training and development programmes.
2. Attend all relevant cross departmental and parent company meetings as and when required.
3. Undertake all duties with regard to the charity's Equal Opportunities and Diversity Policy and other policies and procedures adopted by the charity.
4. Respect the Christian ethos of the YMCA and uphold its values.
5. Undertake any other duties as requested by line manager.

Scope and Limits of Authority

- ▶ The post holder is able to determine day-to-day priorities under the direction of the Head of Children Youth and Families.
- ▶ The post holder will have the authority to purchase equipment, sign off invoices, and approve timesheets.

Person Specification/Key Competences

KNOWLEDGE	
Essential	Desirable
Minimum Level 3 qualification in Youth Work or youth-related studies.	Higher level youth work, management or leadership qualification.
Strong understanding of safeguarding legislation, policy and practice relating to children, young people and vulnerable adults.	Knowledge of current youth sector funding, commissioning and partnership opportunities.
EXPERIENCE	
Essential	Desirable
Minimum of 3 years' experience managing youth services for young people aged 11–25 across multiple sites.	Experience growing and expanding income-generating youth work activities.
Experience managing budgets of at least £100,000 per annum and maintaining accurate financial and performance records.	Experience working with statutory agencies, police, local authorities, funders or community partners.
Proven track record of setting up and delivering funded projects from beginning to end, achieving positive outcomes for young people.	
APTITUDES AND SKILLS	
Essential	Desirable
Inspirational and organised leader with the ability to motivate, coach and develop staff and volunteers.	Experience using impact data to shape service improvement and funding proposals.
Excellent communication and relationship-building skills with young people, staff, partners, funders and stakeholders.	

Able to manage competing priorities, work under pressure and maintain high standards of safeguarding, confidentiality and professional judgement.	
Proficient in IT systems, including Microsoft Office, email, internet and databases.	
ADDITIONAL REQUIREMENTS	
Able to work occasional evenings, weekends and public holidays; able to travel to different YMCA sites; enhanced DBS check required; committed to safeguarding and promoting the welfare of children, young people and vulnerable adults.	

EMPLOYEE BENEFITS PACKAGE

✓ **Association Facilities**

We have a number of sporting facilities, including fitness centres, sauna and a wide-ranging timetable of activities and exercise classes, all of which can be used by staff without charge, depending on availability. At busy times, staff entrance may be refused.

✓ **Overtime/Additional hours**

Overtime is not paid, but time in lieu will be given for additional hours worked.

✓ **Employee Assistance Programme (EAP)**

We provide staff, through an external organisation, with a comprehensive, independent and completely confidential advice service offering assistance on a range of issues, including personal relationships, bereavement or personal finance matters. The service is available either online or via telephone 24/7, 365 days per year.

✓ **Learning and Development**

We offer a wide range of training programmes, flexible working options and opportunities for personal development.

✓ **Company Events**

YMCA St Paul's Group holds annual staff team events at attractive external venues to integrate and develop our staff teams, as well as to celebrate our successes.

✓ **Season Ticket Loan**

Eligible staff can apply for an interest-free season ticket loan for commuting to work.

✓ **Staff discounts**

15% discount on food purchased at any YMCA canteen or café.

✓ **Other**

Car parking is available at some sites, but there are limited spaces and some are restricted to use. Others are allocated on a first come first serve basis. We encourage staff to use public transport as a priority to alleviate the burden on the limited spaces available and to ensure our customers and members who regularly visit our sites have access to our services. Please contact your local Area Director for further information.