



Department:	Community
Job Title:	NCS Coordinator
Salary:	£16 - £18k (*performance related bonus package, in addition)
Contract type:	1 year rolling - permanent (subject to funding)
Hours:	37 ½ hours per week. The candidate will be required to have a flexible approach to working hours, including NCS residential, events, evenings, weekends and such hours as necessary.
Responsible to:	Community Officer & Programme Manager
Location:	Keepmoat Stadium, Stadium Way, DN4 5JW
Regular working hours:	Office hours are Monday to Friday 9.00am – 5.30pm. With this post there will be weekend and evening work & as part of the NCS programme working pattern.

Purpose of the post:

To assist the NCS Community Officer & NCS Programme Manager; to coordinate and lead the NCS Project through Spring, Summer and Autumn delivery programmes; to support recruitment and deliver a programme of events and activities to meet the aims of the project; to promote and deliver recruitment sessions for the NCS Project.

Key Duties and Responsibilities:

- To support the planning & delivery of the National Citizen Service (NCS) project whilst also leading on the residential and social action elements of the project
- To lead the staff and programme for NCS during the residential delivery phases, ensuring all health & safety/safeguarding needs are met and adhered to
- To recruit appropriate staff and volunteers to deliver the programme, including a group of youth volunteers to act as ambassadors for the NCS programme
- To market the NCS opportunity through schools and colleges; use of existing forums and mechanism – e.g., match day programmes, websites and on-going youth activities; and identification of innovative ways to attract young people
- To recruit young people on to the local programme using a variety of mechanisms including presentations
- To book all necessary venues and arrange other resource needs – for example residential, transportation and equipment/kit
- Support all administrative and monitoring processes relating to NCS, ensure all data is recorded accurately on the salesforce system
- Engagement with local volunteer centre, community groups and charities for social action project opportunities
- To work alongside the football club to promote health, education and inclusion in a positive way to the wider community
- To liaise with Doncaster Rovers Football Club in order to utilise club resources such as player appearances and marketing
- To attend related networks, meetings and NCS events, supporting partnership and sharing good practice
- To liaise with a range of key stakeholders such as schools and parents to ensure effective engagement and participation in NCS
- To undertake project evaluation and monitoring as required
- To support the marketing and promotion of NCS related activities
- To support all aspects of project work as identified by the Community officer and Community Manager
- To create signposting link to other Education and volunteering provisions for young people
- To ensure equality of opportunity is afforded to all persons both internal and external, actively seeking to eliminate any direct or indirect discriminatory practices/behaviour
- Carry out duties in accordance with all relevant company policies
- Act at all times with utmost good faith to the Club and the Company
- Devote full attention and ability to fulfilment of the duties required by the role
- Other duties as reasonably requested by a member of the senior management staff
- To work closely with partnership organisations, to maintain good relationships and collaborative working practices
- To work with colleagues throughout Club Doncaster to extend knowledge and skills in order to identify and develop best practice
- Deal with enquiries and general day-to-day liaison with customers, colleagues and partners
- Carry out general office duties including data recording, filing, photocopying, sending and receiving emails
- Ensure all policies and procedures are adhered to
- Active participation on continuing professional development and the appraisal process
- Promote the brand identity and increase Club Doncaster fan base throughout
- To undertake such other duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job.
- To maintain the quality of service provision, regularly evaluating work and seeking to make improvements
- Present a professional image when dealing with both internal and external contacts and partners, acting in a professional manner at all times
- To be aware and comply with the Health and Safety at Work Act
- To carry out responsibilities with due regard to Equal Opportunities
- To cover as and when required at other departments within the Club Doncaster Group

- To undertake such other duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job
- Any other duties commensurate with the grade and falling within the scope of the post, as requested by Chief Operating Officer and/or Executive

Club Doncaster Staff competencies:

Our Values

- We are professional in all we do
- We manage our business with respect and integrity
- Pride, passion and performance
- Open, honest brave
- Consistent innovation in all we do
- Energy, enthusiasm, humility
- Win-win relationships

Putting our clients first

- Demonstrates a thorough understanding of the services across Club Doncaster and how these relate to and are affected by the needs and objectives of the organisation
- Knows who the clients are, understands our clients' needs and works hard to ensure that these are met
- Develops positive relationships with clients, handling dissatisfied or awkward clients effectively
- View the resolution of clients' problems as an opportunity to retain and secure future business
- Ensures all clients are dealt with in a proficient and friendly manner, with respect and integrity at all times

Getting things done

- Performs all assigned tasks and procedures efficiently and in a timely manner
- Takes personal responsibility for own actions and decisions and displays a sense of energy and commitment to achieve results that stimulate others to succeed
- Works hard to reach or exceed personal targets and section goals and can take responsibility for several different tasks at a time
- Accepts responsibility for problems that occur and retains ownership until they are resolved, either personally or by someone else
- Manages own time and resource effectively, with appropriate planning and prioritising in advance to improve efficiency
- Uses initiative to act without constantly referring to others and perseveres with repetitive and mundane tasks

Flexibility

- Accepts doing things differently to improve efficiency and reacts positively to changing objectives, priorities and workloads
- Willingly takes on extra responsibility and, where necessary, will work additional or irregular hours to meet the needs of the organisation
- Put forward suggestions and ideas about new and better ways of doing things
- Learns rapidly, adjusting to new situations as they occur
- Demonstrates a commitment to deliver a high quality service at all times

Communication skills

- Communicates effectively and confidently in individual and group situations, contributing and asking questions where appropriate
- Listen to and respects other people's views and opinions
- Any written work required by the role is clear, accurate and to the point
- Presents facts and ideas in a concise and persuasive manner
- Ensures all written correspondence is fluent and structured, using appropriate style and language
- Uses the correct communication technique to suit the situation

Managing Self /Relationships

- Develops open and effective relationships with all colleagues
- Awareness of impact of own behaviour on others and is able to modify approach or style to achieve results
- Can discuss differences openly and without recrimination
- Share information and keeps all relevant parties informed
- Works to improve self by being pro-active in job function and in assessing training and development needs
- Keep difficulties in perspective and maintain performance and effectiveness in the face of conflicts, tight deadlines, excess workloads and unreasonable client/customer
- Aware of the goals and targets of Club Doncaster ensuring actions contribute towards achieving them

Important information

The above mentioned duties and responsibilities should be regarded as neither exclusive nor exhaustive as the post holder may be required to undertake other reasonably determined duties and responsibilities, commensurate with the grading of the post, without changing the general character of the post.

Applicants must hold a full driving licence with access to a suitable vehicle and have in date MOT, Road tax and relevant insurance if they are intending to do business mileage for Club Doncaster. It is the employee’s responsibility to ensure up to date documentation is provided to Club Doncaster.

Club Doncaster is committed to safeguarding and promoting the welfare of children and young people and expects all staff and employees to share this commitment. This role involves work with young people and is may be subject to Enhanced Criminal Records Bureau (CRB) checks. Clearance through The FA CRB system is required. As such this post is exempt for the Rehabilitation of Offenders Act (1974) and the applicant must disclose all previous convictions including spent convictions.

Personal Skills/Characteristics

	Essential	Desirable	Method of Assessment (List Code Below)
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Experience			
Working within a team and coordinating team members	X		AF/I
Experience of publicity/promotion of initiatives and events.		X	AF/I
Proven leadership skills and experience in addressing and resolving performance and conduct issues	X		AF/I
Experience of working with young people	X		AF/I
Experience in delivering youth engagement programmes	X		AF/I
Residential/ team building experience		X	AF/I
Ability to deliver presentations to large groups		X	AF/I
Good understanding of the NCS Programme		X	AF/I
Qualifications and training			
At least one nationally recognised NVQ level 2 qualifications or equivalent.	X		AF/CR
Educated to degree level		X	AF/I
Full UK Driving Licence	X		AF
Car owner	X		AF
Special skills and knowledge			
Excellent communication skills including written, telephone and interpersonal skills	X		AF/I
An understanding of and a commitment to equal opportunities issues both in the workplace and the wider community	X		AF/I
Proficient in use of Microsoft Office systems eg Office, Excel, Access and Powerpoint or equivalent system	X		AF/I
Personal qualities			
Positive attitude with the ability to motivate and enthuse individuals and groups.	X		I
Excellent written and verbal/presentation communication skills.	X		I
Ability to prioritise and meet deadlines	X		AF/I
Personal circumstances			
Ability and willingness to work outside normal hours, including evenings and weekends.	X		I
Ability to travel independently	X		I

Physical Requirements			
No serious health problem which is likely to impact upon the job performance; (that is, one that cannot be accommodated by reasonable adjustments)	X		AF/I/R
Good sickness / attendance record in current / previous employment, (not including any absences resulting from disability)	X		R

- * AF = Application Form
I Interview
R Reference
CQ Certificate Qualification

The document is a guide only and should not be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in the light of changing needs of the organisation. All employees may be required to undertake any other duties as may be reasonably required. Club Doncaster is an equal opportunities employer.