

Post: Operational Manager (Centre, Satellite, Digital)

Salary: £32,000 - £35,000

Contract: Full time with significant evening and weekend work. Secondments considered.

Reporting to: Chief Executive

Role purpose:

The Operational Manager is a crucial leadership role sitting within the Unitas Youth Zone Senior Leadership Team. Reporting to the CEO you will be responsible for closely supporting the co-ordination, planning and delivery of an exceptional 7 day per week youth offer across key areas of operational delivery including centre-based activity, satellite hub delivery and digital engagement.

Working positively, collaboratively and at pace with an enthusiastic and energetic team, you will also seek to ensure that our offer is contemporary, quality assured and that it reflects the wishes, needs and views of young people. You will be comfortable being a unifying figure, yet able to pivot and deliver feedback, both positive and negative, taking difficult decisions and communicating these with ease; all for the collective benefit of young people and the charitable organisation.

You will hold line management responsibility for a number of staff, seeking to ensure that there is strong evidence of effective performance management in line with our vision, mission, values, and strategic objectives and that our team are afforded continuing professional development opportunity; all through the prism of a culture of High Support and High Challenge. You will need to be a big voice within a large team owning and demonstrating a strong ethos, commitment, and dedication to improving the lives of children and young people and uniting them to fulfil their full potential.

Context of the post:

Unitas Youth Zone opened its doors in June 2019 and since then we have welcomed thousands of young people through our doors. Unitas is a proud member of the OnSide network of Youth Zones. Youth Zones are for young people aged 8 to 19, and up to 25 for young people with additional needs.

Many young people, particularly those from socio-economically deprived areas, face an endless maze of boredom, loneliness, and temptation, with nowhere to go and a lack of inspiring and productive activities to occupy their leisure time. This can lead to negative impacts on their health, educational attainment, and career prospects. These are the young people that will shape the country's future prospects. It is this paradox that lies at the heart of OnSide's drive to establish a national network of Youth Zones; a proven model of youth service provision that is aligned to community needs and supported by cross-sector funding. Youth Zones give 8-19-year olds, and up to 25 for those with a disability, affordable access to a broad range of sport, arts, and employability services, designed to help them lead active, positive lives and raise their aspirations for themselves and their community.

The Covid19 challenges of 2020 have seen us as a charity respond remarkably well, with resilience and a renewed determination to support young people. We have moved into areas of delivery, such as outreach and detached youth work, satellite hub delivery and mentoring,

as a consequence of some of the restrictions that we have faced but also because young people need us to be able to support beyond the 4 walls of our multi-million-pound centre. We have done this at pace and now we need an Operational Manager to drive these operations forward and ensure that they are making an impact upon young lives. **We call this approach 'Unitas 2.0' and is comprised of a blended approach to youth provision which includes centre-based delivery, outreach & detached youth work, satellite provision, mentoring and digital engagement. Unitas 2.0 is underpinned by our message young people co-produced 'your voice, your power, your Unitas.'** *We will be relentless in our desire to be the premium deliverer of youth provision in London and the OnSide network.*

Unitas Youth Zone is centrally located, dedicated to young people, and makes a bold statement about the importance of giving young people high quality places to go in their leisure time. Open 7 days a week including school holidays, the Youth Zone's purpose is to help young people grow to be happy, healthy, and successful adults. The state-of-the-art £6.5 million building provides young people with access to a range of activities, all offering young people the opportunity to try new things, meet new friends and gain support from friendly, warm, and positive staff and volunteers. The facilities include a 3G pitch, a gym, sports hall and recreation area, and dance, arts, music, and media suites.

Find out more here, it may change your life!

<https://www.youtube.com/watch?v=jymQsjY3ym4>

Duties and Responsibilities

- To lead a team of youth workers to deliver outstanding provision for young people which reflects what young people wish to see, is inclusive and is able to evidence continuous improvement.
- To operationally lead centre-based provision across art, sport, SEND children and young people and general open access universal youth provision
- To operationally lead and develop our satellite hub offer ensuring that Unitas is engaging with young people in their communities, being sign posted to the centre or other appropriate agencies and that there is clear evidence of collaborative multi-agency work.
- To operationally lead our digital engagement offer ensuring that there is a 7 day a week offer across our social media channels that seeks to engage young people in our offer when they cannot come to the centre. This offer needs to be reflective and inclusive of young people, place our staff who are skilled in online delivery front and centre, and be contemporary in the eyes of young people.
- To develop and motivate the delivery team to provide an exceptional offer for young people and be a role model for both the team and young people, presenting a positive 'can do' attitude.
- Support the Inclusion Lead to deliver a Holiday Club every school holiday for children aged 8 – 12 that is fun, tackling the core societal issues such as holiday hunger and seeks to support targeted young people referred to us on the basis of restricted funding and/or their assessed level of need.
- Support the operational planning of Unitas, including, but not limited to, rota development, strategic support, budget compliance and oversight.
- To support the organisational requirement to be effective in data management, impact measurement and systems development.
- To work within the performance management framework of the Youth Zone and OnSide; ensuring that yourself and staff reporting to you are provided high quality, reflective supervision, and appraisals.
- To ensure the offer is well communicated to all young people.

- To ensure standards of behaviour, within the Youth Zone, are maintained.
- To comply with all policies and procedures, with particular reference to safeguarding, ensuring that active contributions are made to upholding our safeguarding approaches and supporting their continual improvement. In addition, promote and role model codes of conduct, health and safety, and equality and diversity, to ensure all activities are accessible.
- To ensure the facilities remain at a high standard through the effective communication of issues to the support team, and ensure the building is fit for purpose.
- To represent the Youth Zone positively and effectively in all dealings with internal colleagues and external partners.
- To ensure that young people and their ideas contribute fully to the planning and delivery of all activities in the Youth Zone.
- To ensure that overall and programme participation targets are consistently met, for example attendance targets and outcomes targets for funded projects.
- To manage budgets as required.
- To demonstrate commitment to the process of feedback and review of the Youth Zone's delivery and develop systems and procedures to measure performance in order to demonstrate the impact of the Youth Zone and ensure continuous improvement of delivery.
- To develop relationships and partnerships within the borough, exploring areas for joint working where appropriate.
- To network at a senior level with key partners, stakeholders, and supporters, in order to maintain relationships at the highest level to secure significant support.
- As part of the senior management team, to deliver a focused, measurable contribution to the Youth Zone's overall strategic plan.
- To carry out any other reasonable duties as requested by the Chief Executive
- To manage and develop teams of staff, including part time youth workers and volunteers, supporting, and coaching them to achieve their full potential.

What will success look like?

The successful candidate, in the first 12 months, will have: -

- Supported the development of Unitas 2.0 seeking to achieve wider organisational engagement with 200 young people every day across all areas of delivery including the postholder's own remit of centre-based delivery, satellite delivery and digital engagement. This will be broken down by securing a minimum of 100 young people attending every session at the centre, 30 young people attending each satellite session and a minimum of 50 young people engaging with each digital session.
- Created, with the delivery team, a vibrant, well attended and clearly programmed sessions which take place in a safe environment every day. This offer also needs to focus upon SEND children and young people ensuring that our Sunday offer is appropriately resourced, staffed and programmed.
- Developed and led the delivery team, both individually and as a team, to enable them to perform to an exceptional standard, providing a supportive, safe, inclusive, and ambitious environment.
- Developed the funded targeted work (for example central Govt funding) to the point of a proven track record of delivering successful targeted outcomes.
- Introduced the OnSide evaluation framework, enabling the team to use the tool to enhance the quality of the support given to help young people's progression.
- Have developed strong local partnerships which result in direct benefit to the borough's young people.

Person Specification

Person Specification Selection Criteria* A = Application Form, I = Interview, T = Assessment	Essential or Desirable	Method of Assessment
Experience		
Substantial experience of youth work	Essential	A & I
Substantial experience of leading and managing activities	Essential	A & I
Significant experience of managing staff and volunteers	Essential	A & I
A track record of successful project management	Essential	A, I, T
Experience of working with a range of IT systems	Essential	A
Experience of working through a staff team to deliver results	Essential	A, I & T
Experience of working within a team and prioritising work	Essential	A & I
Experience of managing and budgets	Essential	A, I & T
A track record of working with external funders	Desirable	A & I
Educational / Vocational Qualifications		
Educated to degree level in a relevant subject or equivalent experience	Essential	A
GCSE or equivalent literacy and numeracy	Essential	A
A professional Youth Work qualification	Desirable	A
Skills		
Excellent communication skills, both verbal and written, relationship building, negotiation, and interpersonal skills	Essential	A, I & T
Ability to relate to young people from all backgrounds	Essential	A & I
Effective people management and coaching skills	Essential	A & I
Ability to both lead a team and work as a team member	Essential	A & I
Self-motivated and able to work to multiple deadlines, remaining calm under pressure	Essential	A & I
Strong organisational skills, with structured approach, ability to be flexible and responsive with a focus on results	Essential	A & I
Ability to be non-judgemental and open-minded	Essential	A & I
Ability to care about and be sensitive to individuals and the community	Essential	A & I
Is able to be flexible to meet the needs of young people	Essential	A & I

Remuneration package

Salary: £32,000 - £35,000

Holidays: 33 days per annum (inclusive of bank holidays)

The strength of the OnSide Network of Youth Zones is the diversity of its people, we place huge value on different people doing things in different ways and we welcome applications from what might be considered non-traditional backgrounds. The one thing we all have in common is our desire to raise the aspirations of young people across the country. Unitas Youth Zone is also committed to the safeguarding of young people. This post is subject to an enhanced DBS check.



Unitas Youth Zone are committed to safeguarding and promoting the welfare of children, young people, and vulnerable groups. This post is subject to an enhanced DBS check. The strength of the OnSide Network of Youth Zone is the diversity of its people, we place huge value on different people doing things in different ways and we welcome applications from what might be considered non-traditional backgrounds. The one thing we all have in common is our desire to raise the aspirations of young people across the country. We are an equal opportunity employer. All applicants will be considered for employment without attention to race, colour, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status.

Unitas Values:
Young People First: We will show an absolute determination to unite young people in order to help them raise their aspirations and fulfil their potential.
Be The Best Version of you: We want everyone associated with Unitas to be the best they can be, to never settle for 'just enough' or 'second best' and to constantly strive to do more and to challenge each other for more.
Integrity: We want everyone associated with Unitas to act with integrity, to be honest and open, and to respect each other and the youth zone environment.
#Oneteam: All those associated with Unitas will display a willingness to work together and to form positive and collaborative relationships that strive for the best possible outcomes for young people.
Dream Big: We will support young people to achieve their goals helping them see that they can be whoever they wish to be and that they can have some fun along the way in a safe and nurturing environment.

YOUR VOICE.
YOUR POWER.
YOUR UNITAS.

UNITAS 2.0

YOUNG PEOPLE FIRST // #ONETEAM // DREAM BIG // INTEGRITY // BE THE BEST VERSION OF YOU

UNITAS	UNITAS COMMUNITY OUTREACH	UNITAS SATELLITE	UNITAS MENTORING	UNITAS YZ AT HOME (DIGITAL)
<ul style="list-style-type: none"> • Capped sessions in line with guidance • Bookable activity • Invite only • Community partners • Holiday Club 	<ul style="list-style-type: none"> • Montrose Park - fitness, art, dance, open air drama, mentoring • Walking Bus • Local parks • Engaging young people through street based activity • Trips & Treats - bowling, meals out 	<ul style="list-style-type: none"> • Community spaces • Children's centres? • Local Authority hubs • Working collaboratively with local partners and at their venues • After School Clubs 	<ul style="list-style-type: none"> • 1:1 support • Borough wide • Meet in neutral spaces like local cafes and restaurants 	<ul style="list-style-type: none"> • Timetable weekly content • UniCafe • Peer to peer • Tik Tok • Insta • Snapchat
<p>← YOUTH VOICE / SEND / VOLUNTEERING / AMBITIONS / TRAINEESHIPS →</p> <p><i>PPE - Risk Assessment - Social Distancing - Staff Bubbles - Salesforce - Review</i></p>				