



Hear2Listen National Citizen Service

WAVE LEADER 18+

JOB DESCRIPTION

Overview of the National Citizen Service (NCS)

NCS is a national programme that brings together young people from different backgrounds, builds their confidence, and challenges them to make a difference in their local community.

It is a voluntary programme for all 16 and 17-year-olds that will promote:

- a more cohesive society by mixing participants of different backgrounds
- a more responsible society by supporting the transition into adulthood for young people
- a more engaged society by enabling young people to work together to create social action projects in their local communities.

Find out more: <http://www.ncsyes.co.uk>

Wave Leader Role

Each team of young people has a Team Leader and a Team Assistant; two adult members of staff who are there to oversee, support and motivate their team throughout their journey. It is the Wave Leader's responsibility to manage the staff in each cohort (or wave) of participants, monitor their performance through each phase, support, advise and guide as appropriate. Wave Leaders will also assist staff with managing participant's behaviour and completing the contractual paperwork associated with the wave. Wave Leaders are also required to work in collaboration with venue hosts, visiting organisations and Regional Delivery Partners (RDPs).

Responsibilities of the post

The Wave Leader:

- Manages Team Leaders and Team Assistants from the initial pre-programme meet and greet through to graduation events.
- Manages Team Leaders and Assistants against their given Key Performance Indicators (KPIs) for the duration of the programme.
- Works with Site Managers, Outdoor Instructors and colleagues to ensure the smooth, effective and safe delivery of the programme while driving positive outcomes for participants.
- Works alongside the Site, Curriculum and Partnership Managers in the co-ordination and direct delivery of Phase 2 workshops and activities.
- Ensures accurate completion of reports, meet handover deadlines and follow cash handling processes and procedures.
- Support, guide and advise staff throughout the successful planning, delivery and evaluation of a meaningful and worthwhile social action project with their team.

Candidates must demonstrate the following skills and characteristics:

Essential:

- Experience of managing and motivating young people
- Belief in young people and in helping them take more active roles in their communities
- Well-developed oral and written communication and an ability to liaise effectively with a wide range of colleagues and young people
- Proven experience in the supervision and leadership of staff

- Ability to assess priorities and manage competing deadlines both independently and as a member of a small team
- Ability to be proactive and adaptable
- Well organised with a responsible attitude to paperwork and record-keeping
- Experience of working in a demanding environment and the ability to remain calm in difficult situations
- Ability to inspire and motivate both teams and individuals to help them achieve their potential

Beneficial:

- Empathetic and non-judgmental with a willingness to understand the strengths, fears and needs of others.
- A cheerful, positive and motivational attitude with an ability to build a high level of trust with those around them
- Able to be a role-model and inspire motivation in others
- Dependable, reliable and responsible and able to be trusted with confidential information
- A critical thinker able to solve problems independently by using creative thinking

Other requirements

A successful application will be subject to completion of an Enhanced Disclose and Barring Service (DBS) clearance and satisfactory references. Hear2Listen may assist with the application for, and pay for the processing of, a new DBS for staff members where required.

Further Details

This is an excellent opportunity to work with a positive and vibrant team and to be involved in an exciting programme that has tangible results. Be part of a programme that creates memorable experiences for young people that could last a lifetime. The role is intensive but highly rewarding for the right individuals with many opportunities to develop further skills.