



ROLE PROFILE

Job title	NCS Wave Leader- Fixed term position for Summer Programme 2019	Salary	£1,950 (based on 1 wave)
Hours & Basis	Completion of online training and attendance at 3 days training, then work over four consecutive weeks incorporating a five day/four night residential at an outdoor activity centre, five day/four night residential at a University Halls of Residence and 8 days working Monday - Thursday at a location close to home.		
Report to (direct)	NCS Site Manager and NCS Project Manager	Report to (indirect)	NCS Staffing Manager and NCS Engagement Officer

Primary purpose of role

To lead a wave, made up of multiple teams, each having two members of staff and up to 15 participants, through their 4 week NCS journey consisting of: two consecutive residential stays – each one being of five days/four nights duration, including a variety of activities and a two week non-residential phase where participants design a social action project, guided by their Team Leader and Team Mentor

Key relationships

- 1) Team Leaders
- 2) Team Mentors
- 3) Site Manager
- 4) Engagement Officers
- 5) Project Managers
- 6) Outdoor instructors
- 7) University staff
- 8) Welfare Officer
- 9) Night Duty Officer
- 10) Curriculum Partnership Manager
- 11) External Partners
- 12) On call night manager

Key role responsibilities and deliverables

- To manage the staff of each team, who guide the participants, through the NCS journey; from the initial pre programme meet & greet, through to all phases of the programme and their Celebration graduation event.
- To monitor the performance of Team Leaders and Mentors, against their given key performance indicators, for the duration of the programme.
- To support wave staff throughout the programme, including providing relevant feedback reflecting on performance and other individual development needs.
- Ensure that guided reflection sessions take place, in accordance with the NCS ethos and following lesson plans provided, directly leading sessions when and where deemed necessary.
- Establish a regular and accessible line of communication with parents/guardians, updating them at each stage of the programme.



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- To coordinate a well-organised departure for Phase 1 in line with guidance given at training and take responsibility for accurate records of young people boarding the bus.
- To work with Site Managers, Outdoor Instructors and colleagues to ensure the smooth, effective and safe delivery of the programme and successful achievement for participants.
- Attend daily meetings with Site Manager, Welfare Officer and Night Duty Officer to monitor the progress of staff and participants.
- Be punctual for all meetings, rendezvous points, activities and sessions.
- To complete staff registers of attendance and hand completed documents to site leaders or Engagement Officers at the end of the phase.
- To work alongside the Site Manager and Curriculum & Partnership Manager in the co-ordination and direct delivery of Phase 2 workshops and activities.
- To oversee wave Team Leaders and Mentors and co-ordinate their work activities in accordance with the NCS programme and timetabled activities.
- When and where appropriate, take part in team activities to encourage and support staff and participants.
- Work alongside Site Managers to organise and deliver an inclusive and diverse programme of risk assessed evening activities during Phase 2 to engage all participants.
- Work with the Site Manager to organise the ordering of each team's food for the Phase 2 residential.
- Work with the Site Manager to organise daily and other ad-hoc staff team briefings.
- Ensure team leaders and where appropriate, team mentors take appropriate action with regards to the management of participant behaviour, attendance and performance, taking considered direct action when and where deemed necessary.
- Ensure that all incidents and accidents are reported immediately, written up and placed in the on-site post box for collection by the Site Leader.
- Report any wave drop outs to the Site Manager (Phase 1 & 2) or head office (Phase 3) on the first day of absence.
- Make an accurate and thorough daily report to the Site Manager.
- Deliver a welcome speech to all participants and staff shortly after arrival on Phase 3.
- Ensure all administrative duties required for the wave are promptly completed and take responsibility for ensuring that all registers are completed on a daily basis during Phase 3.
- Support, guide and advise staff through the successful planning, delivery and evaluation of a meaningful and worthwhile social action project with their team



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that directly benefits people living in their local community and maximises on the talent and potential of each individual team member.

- Help Team Leaders and Mentors to effectively manage the expectations and maintain the cohesiveness of your team in the delivery of their social action project and help them over the barriers and difficulties they could experience by delivering teambuilding, energising and problem solving activities.
- Supervise staff and participants to collaborate professionally with external charities, businesses and community organisations.
- Make sure that all Team Leaders are following procedure with regard to cash handling and ensure that they document and deal with fundraising money in a compliant and timely manner.
- Attend the graduation for your wave and take any administrative duties required of you at the event.
- Ensure all policies and protocols are followed in line with the NCS Staff Handbook with regards to Safeguarding of participants, Health & Safety, including the checking of risk assessments and Equality & Diversity.
- Take responsibility for all Learn by Design property including the mobile phone allocated to you, and coordinate the return of all accurately completed paperwork and equipment from all staff on the last day of delivery undamaged and in good repair.
- Act professionally at all times in accordance with the guidelines of the programme to ensure that NCS maintains a positive working relationship and respected reputation with colleagues, visiting speakers, charities, organisations and businesses in the community.
- Any other duties in line with role, salary and responsibility.

Essential Skills and Experience

- Well-developed oral and written communication skills 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 with the skills to think on your feet.
- 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.



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Personal Attributes

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