

YOUTH HUB COORDINATOR



Role Profile

Title	Youth Hub Coordinator	
Grade	GRADE F	
Reference:	N1113	
Reports to:	Skills Launchpad Manager	
Work style Definition	Office based hot-desk/touch down worker	
Job Type:	Technical Manager	
Primary purpose of role	<p>Working with key partners, plan and deliver an ethical one-stop skills service (covering virtual, physical and outreach activities) targeted at local young people aged 16 to 24 years old.</p> <p>Deliver the Youth Hub service and manage the physical Youth Hub space as part of Skills Launchpad Plymouth.</p> <p>Ensure that young people in the city, particularly those from disadvantaged groups and targeting those not in education, employment or training (NEETs), have the best access to skills and employment related opportunities available to them and are empowered to make independent and informed choices.</p> <p>Ensure the effective co-ordination and engagement of young people with the offers and opportunities of employment, training, skills, and support available across and around the city.</p> <p>Ensure delivery of the contractual commitments for the Youth Hub Plymouth bid.</p> <p>Support the set up and delivery of Plymouth's NEET Taskforce and NEET Panels.</p>	
Key accountabilities and key measures	<p>Role outcomes</p> <ul style="list-style-type: none"> ▪ Reduced unemployment for 500 young people with a 30% success target. ▪ An ethical one-stop-shop (and outreach) is developed with a key focus on employability skills, life skills, training, functional skills and digital skills. ▪ All PCC residents aged 16 to 24 years old can access a comprehensive skills service through pro-active engagement and inclusion compliance. 	<p>Role measures</p> <ul style="list-style-type: none"> ▪ Those who have been disproportionately impacted by COVID-19 and those young people not in education, employment or training including young parents, those with special educational needs and disabilities, young offenders, care experienced and young carers are supported in accessing opportunities in employment, training, skills and support available across and around the city.

	<ul style="list-style-type: none"> ▪ Virtual and physical skills resources and activities for supporting young people will focus on employability skills, life skills including building confidence, work readiness and motivation, training, functional skills and digital skills. 	<ul style="list-style-type: none"> ▪ There is collaborative working across the city with all partners, including the DWP, local employers, skills agencies and training providers. ▪ Positive impact of the Plymouth’s NEET Taskforce and NEET Panels reduces the number of NEETs in the city. ▪ A resource will be developed for employers to promote their opportunities such as jobs, work experience, apprenticeships, and those that emerge for example from the Government’s Plan for Jobs and Lifetime Skill Guarantee. ▪ The work programme will be completed within funding budget. ▪ Accurate and timely reports, data collection and analysis and audit information will meet the needs of funders. ▪ High quality outreach events and marketing material to promote events and the service will be developed. ▪ A high level of engagement with external business and employment providers will be evident.
<p>Key activities</p>	<p>Project development and monitoring (60%)</p> <ul style="list-style-type: none"> ▪ Lead on the development of the Youth Hub Plymouth and report in line with the set objectives and performance measures for both the contract and wider Skills4Plymouth Programme ▪ Act as the first point of contact for enquiries from young people (16 to 24 years old) and their parents and carers ▪ Ensure registered people are provided with a full assessment at the beginning of their skills journey and individual action plans are delivered ▪ Track and monitor progress and destination outcome(s) of the registered people ▪ Inform content and development of the Youth Hub Plymouth virtual service as part of Skills Launchpad Plymouth, develop success stories and collate testimonials ▪ Develop and deliver a programme of outreach activities in association with key partners, targeting areas of low engagement and high levels of NEETs /and those most disadvantaged across the city 	

- Deliver the physical and virtual space/resource as a home for Youth Hub Plymouth, part of Skills Launchpad Plymouth. Co-ordinate with partners to ensure ongoing provision of in-house front line skills services and manage the working environment ensuring safe practices and Covid compliance
- Facilitate Youth Hub Plymouth related working groups, represent at local and regional meetings focused on young people to ensure sharing of best practice and development of joint initiatives
- Support engagement activities with new entrant programmes including apprenticeships, traineeships and volunteering opportunities
- Analyse and prepare monitoring, communication and briefing reports which detail and report on progress in terms of programme, finances, delivery, issues, and other project related matters.
- Line manage volunteers from Industry, Further Education and Higher Education
- Be key point of contact for funders and other stakeholders
- Represent Youth Hub at various meetings across the LEP

Project Administration (30%)

- Administration of individual 7 stage action plans, and monitoring impact, producing reports in a timely way for the end users and management reports.
- Deliver tailored impartial careers information advice and guidance to individuals.
- Capture and address additional support needs.
- Monitor individual progress and encourage and support to keep on track.
- Build confidence and hope in taking positive action, especially with vulnerable and disadvantaged young people. Develop individual action plans, which set specific and measurable goals and actions.
- Focus on matching supply with demand.
- Maintain accurate records of individual progress.
- Manage small marketing and outreach budget approx. £20,000

Engagement and Marketing (10%)

- Develop positive working relationships and ongoing pro-active engagement with partner and stakeholder offers to ensure that skills, employment and education priorities are fully understood and promoted through Youth Hub Plymouth skills service including the DWP, local employers, skills agencies and training providers.
- Plan and organise effective outreach activities targeted at various groups and engage all key businesses and stakeholders
- Attendance at career and recruitment events
- Undertake marketing and communications activities involving the preparation of all marketing material with various partners including DWP, Employment Skills Board, Chamber of Commerce etc.
- Stakeholder management with all key stakeholders

	<ul style="list-style-type: none"> ▪ Creation and management of social media platforms ▪ Promote the project on social media and online, e.g. through Twitter, Facebook, LinkedIn, Instagram and website content. ▪ Carry out other duties appropriate to the grade of the post
Essential qualifications/knowledge	<ul style="list-style-type: none"> ▪ 5 GCSEs (Grade A-C/9-4) including English and Maths or equivalent essential to demonstrate a standard of literacy/numeracy commensurate with the role ▪ Knowledge of project management principles, methodologies and processes ▪ Knowledge of existing and new initiatives, skills and CEIAG programmes available across the city (Apprenticeships, Education, volunteering for example) ▪ Knowledge of safeguarding, equality and diversity, data protection and health & safety.
Desirable qualifications/knowledge	<ul style="list-style-type: none"> ▪ A degree in a related field ▪ Mental health first aider
Essential experience	<ul style="list-style-type: none"> ▪ A proven ability to engage with young people, parents and carers with empathy and support. ▪ Experience of reporting and achieving targets related to positive outcomes for people and/or organisations worked with relating to skills agenda and individual's skills journeys. ▪ Experience of active engagement with partners including PCC, DWP, CSW Group, NCS, training providers and employers. ▪ Experience of working in a complex multi-agency/partnership setting. ▪ Evidence of working on own initiative and responding independently to unexpected problems. ▪ Experience of raising aspirations, removing barriers and enabling individuals to achieve the best possible outcomes. ▪ Experience of using social media to engage others about successful organisational and individual successes and to promote services.
Desirable experience	<ul style="list-style-type: none"> ▪ Experience of Event Management ▪ Marketing and communications experience ▪ Working with large organisations and SMEs ▪ Ability to undertake research; both desk-top and through visits to organisations
Essential skills	<ul style="list-style-type: none"> ▪ A proven ability to engage with and support young people with their skills development and employability ▪ A proven ability to engage with stakeholders and multi-agencies in service support for young people provision

	<ul style="list-style-type: none"> ▪ Excellent customer service skills with the ability to build rapport and trust quickly ▪ Ability to undertake a full needs assessment for each person at the beginning of their skills journey and track destination ▪ Ability to work with and coordinate others in complex internal and external stakeholder environments, and match service pathways into a range of outcomes including those relating to: employment including apprenticeships, work experience placements, training, education, volunteering, self-employment, employability skills, careers information and mental health ▪ High level of interpersonal and communication skills are needed in order to exchange complex information with a range of audiences such as Senior Officers, project stakeholders and outside organisations ▪ Negotiating and persuasive skills are used to be able to influence others in a particular course of action ▪ Problem solving to identify solutions to problems posed ▪ Planning and organisational skills to plan meetings and events ▪ Budget management and monitoring skills to produce accurate reports. ▪ Time Management Skills to work to deadlines ▪ Excellent verbal and written communication skills with the ability to engage with a wide range of people from a variety of diverse backgrounds ▪ The ability to work with colleagues and partner stakeholders to achieve priorities ▪ Competent user of Microsoft Office ▪ To be aware of the principles of the data protection legislation and codes of practice covering the recording and sharing of information about individuals
Corporate standards	<ul style="list-style-type: none"> ▪ In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance. ▪ Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures. ▪ Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures. ▪ Undertake all duties with due regard to the corporate equalities policy and relevant legislation.