

**Job Title: Engagement Manager**

**Job Ref: 1009**

**Location: Fairthorne Manager**

**Salary:** £25,000 to £30,000 per annum, pro rata

**Hours:** 40 hours per week (worked over a 7 day week, working 5 days)

**Holiday:** 25 days per annum (FTE), increasing with length of service

**Closing date:** 2<sup>nd</sup> October 2019

### **Organisational Context**

YMCA Fairthorne Group is a community-based charity with a serious ambition to grow our already successful social enterprise model. Our purpose allows people the opportunity to lead happy, healthy lives. We achieve this through bringing **people** of all backgrounds and abilities together in YMCA **places** and delivering effective **programmes**.

We operate throughout Hampshire, Isle of Wight, Portsmouth and Southampton from 30 venues. Our programmes include 14 early years settings, Daycamps, community activities and housing for young people.

### **Main Duties and Responsibilities:**

Develop, design and manage the delivery of our exciting, year round school holiday Daycamp programme with support from the Operations and Community Managers.

Develop, maintain and improve upon an environment which ensures that every visitor experiences outstanding customer service throughout their stay.

To work with the Community Manager to create, develop and monitor innovative and inspiring programmes meeting the agreed strategic aims of the organisation.

Work closely and collaboratively with the Outdoor Activities Manager to ensure the delivery of excellent programmes

Create, monitor and review appropriate risk assessments and operating systems for all activities delivered by the Engagement Team.

Oversee the recruitment and training of engagement staff and volunteers to deliver high quality, customer focussed programmes and services, ensuring all staff share a strong ethos and understanding of our duty of care for children throughout all aspects of our programme.

Act as a Fairthorne Manor Duty Manager on a rota basis.  
Deputise for senior Fairthorne Manor Managers as necessary.

Line manage and provide support for the Daycamp Co-ordinator, Engagement Team, volunteers and seasonal staff within the standards set out by YMCA Fairthorne Group.

Provide financial management accountability for the Engagement Team. Establishing and monitoring the budget to ensure financial stability and providing monthly reports to the Operations Manager.

To ensure compliance with all YMCA policies and procedures. These include Child Protection, Health and Safety, Human Resources and Financial policies.

To ensure you act in the interests of your own safety & the safety of others at all times

To undertake any other duties and responsibilities reasonably requested by the management of YMCA Fairthorne Group.

## **Section B: Person Specification & Key Competencies**

### **Personal Attributes**

A genuine enthusiasm for the work of the organisation and desire to contribute to the delivery of the YMCA Way.

Demonstrable leadership qualities with an ability to motivate, train and develop others and self.

Enthusiasm for the work and values of the organisation.

Ability to plan and implement activities, using good organization skills.

Excellent communication skills.

Financial acumen

### **Qualifications/Experience**

#### **Essential**

Minimum 3 years experience of designing and delivering community activities and high quality programmes for children and young people.

Experience of delivering exceptional customer service.

Experience in leading and managing varied teams to include volunteers, permanent, seasonal and temporary staff

An ability to set, manage and monitor budgets

Possess a current full driving licence

A level 3 qualification in Playwork or Forest School leadership

Good understanding of Health and Safety

Excellent understanding of safeguarding and measures to protect children, vulnerable adults and staff as well as self.

Demonstrable ability to meet targets

Commitment to equal opportunities and an inclusive approach.

#### **Desirable**

Management qualification

IOSH Qualification or a willingness to work towards

Qualified teacher status, with experience of teaching, ideally in the primary school sector

**Your local  
community  
charity**

For more information about our wider services please visit our website at [www.ymca-fg.org](http://www.ymca-fg.org) If you have any other questions, please do not hesitate to email [recruitment@ymca-fg.org](mailto:recruitment@ymca-fg.org) or call 02382 145463.



[www.ymca-fg.org](http://www.ymca-fg.org)

Welcoming

Active

Listening

Inspiring

Caring

Exciting