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**Accountable to:** Director of Residential Centres

**Line reports:** Facilities Manager, Development Manager, Two Senior Instructors

**Responsible for:** Woodrow High House operation: c. £800k budget. Staff team of 21.

**Location:** Woodrow High House

### **We are London Youth...**

Supporting and challenging young people to become the best they can be through hundreds of diverse community youth organisations and our two residential centres.

We directly develop the confidence, resilience and relationship skills of over 24,000 children and young people each year, and reach tens of thousands more through our membership network.

We deliver our mission through four strategic objectives:

1. Developing , training, connecting and quality assuring our membership network to deliver good youth work (Membership Development)
2. Creating a broad and inclusive range of quality opportunities for young people in social action, sports development, employability and outdoor education (Opportunity)
3. Ensuring our expertise and the on-the-ground voices of youth workers and young people are reflected in public policy, practice and opinion (Voice)
4. Being the best we can be ourselves: fundraising effectively, financially robust and a great place to work (Best we can be)

And we strive to act in line with our four simple principles:

1. Honesty – about what works (and what doesn't ) and we learn from our mistakes
2. Collaboration – with each other, young people, our members, and the world beyond
3. Improvement – committed to continual improvement
4. Fun – in everything we do

### **Why work for London Youth...?**

Our most recent Employee Survey revealed...

- ✓ 99% staff want to contribute to London Youth's success
- ✓ 92% staff feel they can ask questions when they do not understand something
- ✓ 91% staff enjoy their job
- ✓ 95% staff are proud of the work we deliver

### **About Woodrow High House...**

At the end of a lane, in the Chiltern Hills, Woodrow High House creates a wonderful range of new opportunities for more than 7,000 young people every year. Through indoor and outdoor facilitation, we work with children and young people outside their normal environment. Our evaluation shows that this has a strong impact on their personal and social development, building confidence, resilience and relationship skills.

Woodrow High House has a committed and passionate team including:

- ✓ a Development Manager with responsibility for sales and marketing, supported by a book-keeper and an administrator;
- ✓ a Facilities Manager who manages the estate, along with a maintenance assistant and team of housekeepers;
- ✓ a delivery team of two Senior Instructors, an Assistant Senior Instructor, four Lead Instructors and five apprentices; and
- ✓ an outsourced catering team.

### **The Role**

We are looking for an interim Head of Woodrow High House until the end of August 2016, with the potential to extend until 31<sup>st</sup> December 2016.

This post requires an exceptional individual who can quickly get to grips with and manage complex 24/7 operations on a part-time basis, whilst at the same time leading and inspiring their team and being alive to sales and marketing risks and opportunities.

The post requires an individual with enthusiasm and experience to lead the Centre through this period, to ensure that planned strategic improvements to the Woodrow programme are seen through, and to ensure Woodrow continues to challenge and support young people to be the best they can be through a range of creative and high quality provision.

Woodrow is an integral part of London Youth and the Head of Woodrow High House will be expected to work as part of, and contribute to the work of, London Youth's Leadership Team.

The post offers an excellent opportunity to lead and inspire a committed operational team. The primary objective for the period will be to ensure the successful delivery of this year's plan and budget and build an ambitious and achievable plan for 16/17. Strong financial management skills are crucial to the role.

This is a part-time role over 3 to 4 days a week, requiring some weekend work (anticipated one weekend per month).

Woodrow has its own Sports Centre on site, which for this period will be managed outside of this role.

<b>Deliver 15-16 plan and budget for Woodrow High House including:</b>	
<b>1. Ensure high quality delivery and excellent customer service at Woodrow High House</b>	<b>40%</b>
Manage and oversee programme delivery ensuring all activities are contributing to our Journey of Change and delivering personal development outcomes for young people that visit Woodrow.	
Oversee implementation and delivery of new programme content e.g. delivery of the outdoor residential element of the National Citizen Service this summer.	
Ensure that excellent customer service is at the forefront for all Woodrow High House staff, maintaining high standards across sales, session delivery, housekeeping and catering.	
Ensure that any complaints received from customers are properly addressed.	
<b>2. Lead the sales and marketing function for Woodrow High House</b>	<b>20%</b>
Ensure sales targets for the house are met or exceeded.	
Identify and maximise potential new markets and sales opportunities.	
Oversee the effective marketing of Woodrow High House.	
<b>3. Ensure Woodrow delivers against its Journey of Change</b>	<b>10%</b>
Ensure Woodrow programmes stretch and develop all young people in line with our Journey of Change.	
Ensure Woodrow collates impact and process data to the organisational standard and implements learning.	
<b>4. Ensure Woodrow High House is an inclusive residential centre</b>	<b>10%</b>
Ensure delivery team are fully equipped in best practice towards young people with disabilities.	
<b>5. Oversee ongoing maintenance of Woodrow High House and its grounds</b>	<b>10%</b>
Ensure implementation of annual Woodrow maintenance programme.	
<b>6. Ensure that Woodrow High House operates using best practice in safety and safeguarding</b>	<b>10%</b>
Ensure that all practices at Woodrow are safe and in line with London Youth's safeguarding policy, ensuring all necessary written Risk Assessments and Operating Procedures are complete, are implemented and are regularly reviewed.	
Ensure that all statutory requirements are met – Health & Safety, Environmental Health, RIDDOR and others.	
Ensure all external inspection regimes are managed and that all action points are implemented.	
Report on accidents, incidents and near-misses are completed correctly and fully and any actions to prevent recurrence are put in place.	

<b>Corporate responsibilities cutting across tasks set out above</b>
<b>Planning and budgeting</b>
<ul style="list-style-type: none"> <li>• Drawing up annual plans and budgets</li> <li>• Managing performance within the planning and budgeting framework</li> <li>• To ensure the effective day to day financial management – working very closely with the Head of Finance</li> <li>• Reporting regularly on actual versus planned performance</li> <li>• Providing monthly re-forecast figures</li> </ul>
<b>People</b>
<ul style="list-style-type: none"> <li>• Recruiting and inducting staff for your team as necessary</li> <li>• Ensuring all your staff are suitably developed, supported, appraised and managed</li> <li>• Identifying staff development needs and ensure they are met</li> <li>• Being responsible for the overall effective management of the staff team including dealing in the first instance with any grievances and disciplinary matters</li> <li>• Preparing thoroughly for one to one meetings and annual appraisal with your line manager</li> <li>• Taking responsibility for your ongoing professional development</li> </ul>
<b>Corporate development</b>
<ul style="list-style-type: none"> <li>• Understanding and supporting the vision, mission and aims of London Youth</li> <li>• Contributing to the formulation and delivery of London Youth’s strategic development plans</li> <li>• Supporting Inclusion across all of London Youth’s work</li> <li>• Supporting youth participation in all that we do</li> <li>• Member of London Youth’s Leadership Team</li> <li>• Member of London Youth’s Safety and Safeguarding Team</li> <li>• Managing resources to the highest professional standards and act as a custodian of best practice</li> <li>• Undertaking other duties as may be reasonably requested within the responsibilities of the post</li> </ul>

### Person specification

Skills, experience and knowledge	Essential/Desirable
Successful financial management of a complex budget	E
Demonstrable experience of developing and leading successful teams	E
Demonstrable experience of tackling people issues within the team, promptly and effectively	E
Demonstrable experience of collaborative development and delivery of an operational plan – achieving this with your team	E
Experience of managing a residential operation	D
Experience of delivering informal education to young people	D
Experience of building or facilities management	D
Experience of communicating in a range of settings in the written and spoken word from senior management to the customer	E
Experience of working as a member of a management team	D
Experience of working with young people	D
<b>Qualifications</b>	
Educated to degree level or equivalent qualification/experience	D
Outdoor education or youthwork qualification	D
<b>Personal attributes</b>	
Passionate and demonstrably committed to improving the lives of young people	E
Absolute attention to detail	E
Independence and resilience	E
Strong leadership skills	E
Absolute discretion and ability to maintain confidentiality	E
Willingness to learn new skills	E
Ability to work in a changing and flexible organisation	E
Willingness to work occasional evenings	E

### Terms and Conditions

Salary: £22,438 to £29,918 depending on hours (£37,398 per annum pro rata)  
 Hours: 24 to 32 hours per week (anticipated two days per month on a weekend). We are open to a three or four day week for the right candidate and flexible working is possible with mutual agreement.  
 Leave: 39 days per annum pro rata  
 Benefits: Contributory pension scheme

### Important Dates

The deadline for applications is midday on Wednesday, 17<sup>th</sup> February 2016.

Interviews will be scheduled for Tuesday, 23<sup>rd</sup> February 2016. Please keep this day free.

Applications must be submitted to [Lindade.Klerk@londonyouth.org.uk](mailto:Lindade.Klerk@londonyouth.org.uk)

If you would like to ask any questions about the role or process, please contact the current Head of Centre, Martin Curtis, on 01494 733 726 or by email: [martin.curtis@londonyouth.org.uk](mailto:martin.curtis@londonyouth.org.uk).