**National Citizen Service (NCS) Programme Support**

**Job Role**

|  |  |
| --- | --- |
| **Job Title** | NCS Programme Support |
| **Reports to** | NCS Manager |
| **Department** | NCS |
| **Salary** | £8.50 per hour |
| **Hours** | Zero hours contract. Role is a as and when required role and will vary from month to month depending on demands at the time of the year. |
| **Contract details** | **Fixed Term Contract until November 2020.** |

**Closing date for applications:** Thursday 16th January 2020.

**Shortlisting for the role:** Friday 17th January 2020.

**Interviews:** Monday 20th January 2020.

**Job Introduction**

The Notts County FITC, National Citizen Service (NCS) team are seeking to appoint an enthusiastic, energetic and dedicated individual to support with all elements of communication with our participants, seasonal staff and parents and guardians.

Young People are at the heart of the NCS programme and the successful candidate will be required to communicate with them and their parents and guardians on a daily basis.

This role is **not** a sports related role.

Please ensure you have read the job role and specification information fully before making an application using our FITC application form.

**The Ideal Candidate**

You’ll be someone with great communication skills, who has the ability to work well in a team and under pressure. Someone who can think outside of the box, ensuring our young people and their parents/guardians have a smooth NCS customer journey.

We will be depending on you to act as an ambassador for the NCS programme, require you to have a solid understanding of NCS - by having previously been on or work on the programme in some capacity.

Able to form positive relationships with our young people and their parents/guardians, seasonal staff and delivery partners.

**Job Role Overview: -**

* Support the delivery of the FITC NCS programme across Derbyshire and Nottinghamshire.
* Able to work on their own initiative and as part of a team, with a flexible approach to working hours and the ability to work effectively under pressure.
* Data entry on the Salesforce (CRM) system to include updating young people’s records, keep warm/event attendance.
* Support NCS administrator with preparation of keep warm events and parent information evenings.
* The handling of participant and parent/guardian enquires via telephone, email and social media.
* Will be responsible for the teams social media presence and also communication via mass text.
* Ability to make large volumes of phone calls throughout each day to young people, parents/guardians and seasonal staff.
* Collating staff HR starter documents including DBS checks, references and enrolment on the NCS training portal.
* The ability to use the microsoft excel to a high standard.
* Solid understanding of marketing material generation via canva and prezzi.
* Support at Keep Warm events, Parent Information Evenings and all other delivery events. This will include evenings and weekend work.
* Any other tasks outlined by NCS manager to ensure successful delivery of the programme.

**PERSON SPECIFICATION**

**The successful candidate will be able to demonstrate the following essential requirements;**

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| Experience | * Experience of having worked in an administrative environment, entering data onto a CRM system. * Excellent working knowledge and experience of all Microsoft packages – Word, Excel, PowerPoint, Outlook. * Have worked on/with an NCS summer programme previously. * Experience of managing social media platforms. In particular content cal and canva. | * Experience of exporting and manipulating data. * Knowledge of the Salesforce1 CRM system. * Advanced Excel Skills * Experience in large scale, temporary staff recruitment. |
| Knowledge | * Good understanding of the NCS Programme. | * Understand the NCS principles and delivery targets. * An understanding of GDPR and Confidentiality issues, particularly in relation to working with Young People. * Understanding of safer recruitment principles. |
| Skills | * Excellent written and verbal communication skills. * Strong organisational skills. * Ability to prioritise workloads. * Excellent time management skills. * Ability to solve problems effectively. * Strong analytical and logical thinking skills. * Ability to objection handle. | * Ability to retain large amount of information, particularly names. * A proven ability to work under pressure to tight dealines. |
| Qualifications | * GCSE in English and Maths Grade C or above. | * Educated to A Level standard or equivalent. |
| Qualities & Attitude | * Ability to develop constructive working relationships both within and external to the organisation. * Ability to work without supervision. * Ability to work within a team productively and positively. * Excellent telephone manner. * Hardworking and focused on the job at hand. | * Understanding of specific challenges, the customer group faces. |
| Other | * Presentable appearance and professional outlook. * Full UK driving licence, with access to a car as work across the county will be required. |  |

**Please note:** Due to the high volume of applications we receive we are unable to get back to everyone who makes an application. If you have not heard from an FITC representative by Monday 20th January 2020 you have not been successful in the application process.