



MAYOR OF LONDON



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29 September 2021

Dear Applicant

Thank you for your interest in the post of **Head of Sexual and Reproductive Health (SRH) and Youth.**

In this pack you will find:

- Job Description
- Person Specification

On our website you will find:

- Application Form
- Guidance Notes for Applicants
- Monitoring Form
- Our Equal Opportunities Policy Statement

Please note that **CVs will not be considered** as part of your application, we will be short-listing from fully filled out application forms only.

Your completed application form together with your completed monitoring form should be sent to arrive **no later than 9:00am on 22nd October 2021**, by email to recruitment@metrocharity.org.uk. Please include your full name in the message subject line. Your email including attachments must not exceed 5MB in size. We cannot accept applications by post at this time.

Interviews, likely held in person at our Woolwich office, but may accommodate over Zoom if requested and will take place in the **week beginning 1st November 2021**.

For further information regarding this post please contact **Andrew Evans on 020 8305 5000 or by email andrew.evans@metrocharity.org.uk**.

We look forward to hearing from you.

Best wishes

Dr Greg Ussher, CEO

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METRO New Cross
The Mulberry Centre
15 Amersham Vale
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Job description

Key details

Job title	Head of SRH and Youth Services
Employment status	Full-time
Duration	Permanent
Salary/Wage	£43,000 - £52,000 pa
Hours	35 hours a week, Monday – Friday with some occasional evening and weekend working
Line manager	Deputy CEO
Coordinated by	N/A
Employer	METRO Charity (The Metro Centre Ltd)
Location	Main location of work is primarily METRO Woolwich/METRO New Cross/METRO Lambeth with travel across London and the South East.

Job outline

The post holder is responsible for delivering and developing services across two of METRO's domains: Sexual and Reproductive Health (SRH), and Youth. You will provide strategic leadership for METRO's work across these areas and will ensure the integration of the charity's SRH and youth services with all other METRO domains – including mental health and wellbeing, HIV, and community participation and engagement. Working with the Deputy CEO, and as part of METRO's Senior Leadership Team (SLT), you will be responsible for steering both domains. You will ensure services remain collaborative and innovative and continually sense check the direction of travel for both domains within the organization.

In this role you will oversee a team of managers who are skilled within their areas of expertise. Consequently, you do not need to be clinically trained, but importantly you will need to have excellent project management and people skills, a good understanding of sexual and reproductive health as it is delivered in the community, and thorough knowledge of youth work and delivering services with, and for, young people.

Programme

The scope of services includes:

- A busy Sexual Health Office which oversees: Online sexual health testing services and results management, National Chlamydia Screening Programme (NCSP), free condom distribution programmes for young people, etc.
- Clinical services such as community sexual health clinics
- Sexual Health Outreach and Community engagement, particularly for young people and within vulnerable communities
- Youth work, including LGBTQ youth groups and support for youth work in other domains
- Education work in schools to create inclusion, tackle bullying and deliver within PSHE and other curricula
- Delivering and developing sexual health and youth-focused training where and where appropriate.
- One to One behaviour work with young people via a Risk and Resilience programme

Role

You will be an integral part of METRO's senior leadership team, and the role will be critical in making a significant contribution and taking forward METRO's Strategic Plan 2018 -23 and beyond. This will be a busy and varied role which incorporates leading the managers for each domain and supporting staff cohesiveness while leading on contract oversight, commissioner relationships and developing annual domain budgets. In collaboration with the Head of Insight, you will support growth of the domain via funding applications and identifying opportunities in line with the charity's ethos and strategic direction.

Main tasks

1. Provide strategic leadership and management of all METRO's SRH and Youth services to deliver and develop quality, inclusive services with tangible outcomes for service users and broader influence.
2. Ensure the planning, budgeting, delivery, reporting, auditing, monitoring and evaluation of all of METRO's SRH & Youth services by working with your management team.
3. Develop and deliver METRO's SRH work with communities most at risk and integrate METRO's youth and SRH services with all other domains across the charity.
4. Collaborate with METRO's Senior Leadership Team and other METRO managers, where appropriate, to grow and diversify METRO's SRH and youth services through the submission of statutory funding bids and by seeking and securing non-statutory funding.
5. Support the development, implementation and review of cross-organisational METRO plans, including Strategic Plans, Balanced Scorecards, Recovery Plans, Race Equality Plans and other plans as they arise
6. Build and maintain relationships with external stakeholders, including health and social care

professionals, commissioners, CCGs, London Youth, GPs, Health and Wellbeing Boards, other relevant charities, including LGBT charities, charities for young people, NHS Foundation Trusts and service users.

7. Ensure service user participation in the development of all services through research, service user involvement and feedback methods.
8. Raise and maintain the quality of all METRO SRH and Youth services through all relevant standards, guidance and accreditations. Including the [National Chlamydia Screening Programme](#), [National Youth Association](#), [British Association for Sexual Health and HIV](#), [National Institute of Clinical Excellence](#) guidance and other relevant guidance and legislation.
9. Be responsible and accountable for safe practice and safeguarding across the domains in line with METRO's safeguarding policies, and be an active member of the Safeguarding Steering Group.
10. Oversee the recruitment of all staff and volunteers needed for the domains. This will include managing the development of job descriptions, advertising, and the selection process.
11. Develop and deliver training and education around sexual and reproductive health, equality and inclusion, stigma and educational resources and delivery for front-line staff and professionals.
12. Develop innovative models of prevention and support work in line with market trends and using current technologies.
13. Act as a resource and in-house trainer for SRH and youth. Help identify needs, and provide support, information and advice to participating services/health care providers, by co-ordinating and signposting.
14. Work closely with the Communications Team to develop effective communication with services users, providers and commissioners of services and the public where including reports, briefings, web and social media content and more traditional media.
15. Actively work with partners to co-deliver programmes that compliment strengths and manage relationships for the benefit of all.
16. Act as a spokesperson on SRH and Youth matters for the organisation including traditional media and speaking opportunities.
17. Lead the SRH and Youth Domain Working Groups which have the responsibility to drive forward and monitor the strategic aims, objectives and specific activities within the domains.
18. Maintain and update knowledge, skills and undertake continuing education in accordance with personal and service needs within a framework of a personal development plan.

Other duties

1. Adhere to METRO policies and procedure at all times.

2. In line with METRO's policy on Information Governance (IG), confidentiality and data handling you will be expected to undertake, pass and maintain the required IG modules as indicated by your line manager.
3. Ensure sensitive and confidential recording and handling of information in accordance with the Data Protection Act, GDPR regulations and METRO's Information Governance Policies.
4. In line with METRO's policy on Safeguarding, you will be expected to undertake, pass and maintain the required Safeguarding Training Modules as indicated by your line manager.
5. Attend regular supervision, and to undertake appropriate training as agreed. Maintain and update knowledge, skills and undertake continuing education in accordance with personal and service needs within a framework of a personal development plan.
6. Undertake any other appropriate duties as requested by the Manager. If these duties are extensive and of a higher job description scale, the terms and conditions of the post may be varied in negotiation with your line manager.
7. Work some evenings and weekends as required and provide occasional office cover, in order to welcome service users, answer general enquiries, field telephone calls, etc.

Person specification

Knowledge & Experience	Skills & Abilities	Essential /Desirable	Application (A)/ Interview (I)
Degree level qualification in education, health, social work or other relevant degree, or deemed comparable experience		Essential	A
At least 5 years' experience of working in the voluntary and community sector, or educational sector, of which at least 3 years in a managerial role		Essential	A
Understanding of emerging cultural and/or environmental influences that increase the risk of; poor SRH, particularly amongst young people and those who are have significant vulnerabilities		Essential	A + I
Understanding of the issues affecting diverse groups of young people, including LGBTQ young people and those living with or affected by HIV.		Essential	A + I
Understanding of SRH, communities and demographic most affected by poor SRH and methodologies, to support improved SRH.		Essential	A + I
Experience of representing an organisation externally at meetings, conferences and public meeting		Essential	A + I
	Demonstrated skills and ability of managing individual staff, personal development plans, supervisions, staff as a team, and complex HR issues.	Essential	A + I
	Budgeting skills, and able to proficiently use Excel to design staffing models for projects and monitor KPIs.	Essential	A + I
Demonstrated experience of contract/service management in relation to contract and KPI		Essential	A + I

Knowledge & Experience	Skills & Abilities	Essential /Desirable	Application (A)/ Interview (I)
compliance, budgeting, action plans, communication plans and working to deadlines.			
Experience of conducting regular auditing, risk assessments and monitoring ongoing risks to service provision		Desirable	A
	Ability to lead a diverse team and bring them together under their domain and feel, act and be, part of the wide charity.	Essential	A + I
	Skill and ability to identify and deal with potential service delivery shortfalls and the ability to design and implement recovery plans, and communicate productively with funders about any issues	Essential	A + I
Experience of setting up a new service, including design, project planning, budgeting and recruitment and staffing		Essential	A
Experience of bid writing and sourcing funding opportunities (statutory and/or Trust)		Essential	A + I
	Skilled at working and communicating at multiple levels within an organisation (with staff, managers, senior managers and Board members) and able to manage the complexities and conflicts that may arise	Essential	A + I
	Ability to work on own initiative, as well as an ability to work as part of the SLT and other teams	Essential	A + I
	Knowledge of the national policy context and current issues for services users, especially those who are most vulnerable, and young people.	Essential	A + I

Knowledge & Experience	Skills & Abilities	Essential /Desirable	Application (A) / Interview (I)
	Extensive knowledge of safeguarding and child protection	Essential	A + I
	Excellent communication skills, presentation and negotiation skills both with service users, multi-agency colleagues, and proven experience of networking with professionals	Essential	A + I
Experience of delivering, implementing and evaluating training		Essential	A + I
	Ability to manage databases including the ability to recognise any data errors and the ability to recommend improvements to the system.	Essential	A
	Ability to implement and modify practice based on relevant research, evaluation and evidence, and basic understanding of range of research methods	Essential	A + I
	Excellent organisational & facilitation skills. Confident with I.T. including the ability to use MS packages	Essential	A
Significant experience involving and engaging service users in the design, delivery and evaluation of services		Essential	A + I