



MAYOR OF LONDON



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Until 2022



3 August 2022

Dear Applicant

Thank you for your interest in the post of **Youth Manager – LGBTQ+ Groups and Mentoring**.

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 22 August 2022**, 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 over Zoom, will take place in the **week beginning 29 August 2022**.

For further information regarding this post please contact **Fuchsia Watson on 020 8305 5000 or by email fuchsia.watson@metrocharity.org.uk**.

We look forward to hearing from you.

Best wishes

Andrew Evans, CEO

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METRO GAD
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London
SE10 9EQ

METRO New Cross
The Mulberry Centre
15 Amersham Vale
London
SE14 6LE

Job description

Key details

Job title	Youth Manager – LGBTQ+ Groups and Mentoring
Employment status	Full-time
Duration	Contract until September 2024, with possibility of extension
Salary/Wage	£32,000 pa
Hours	35 hours a week, Monday – Friday with some occasional evening and weekend working, including some cover of evening youth groups and events.
Line manager	Head of Sexual and Reproductive Health and Youth
Employer	METRO Charity (The Metro Centre Ltd)
Location	Main location of work is METRO Woolwich, and across other METRO offices and areas of operation in London including METRO New Cross and METRO Fitzalan Street (Lambeth).

Job outline

The post holder will lead the delivery and development of METRO’s youth services, including LGBTQ+ youth groups, youth mentoring (risk and resilience) programme and LGBTQ+ inclusivity training in schools. The post holder will amplify youth voice and participation at METRO, including supporting our Youth Advisory Group to inform METRO’s work. This post will ensure the integration of youth services with other METRO domains.

Role

You will lead a skilled team of Leads and Coordinators to deliver a range of youth services, including LGBTQ+ support, work in schools to foster LGBTQ+ inclusivity, and mentoring for young people to facilitate positive changes in behaviour towards relationships, identity and gender.

You will work closely with Leads to develop and deliver LGBTQ+ youth groups, which provide safe, social spaces for LGBTQ+ young people to meet and receive support from youth workers and their peers. You will work with Leads to ensure the groups provide engaging programmes of activity, that young people take ownership of the group space, and groups are well promoted.

You will support the Youth Coordinator to deliver our Risk and Resilience programme, which provides one-to-one and small group mentoring interventions for young people looking at sex, relationships, identity, and communication skills. You will work closely with other managers and

external partners, to ensure integration of the Risk and Resilience programme with other programmes of work, including the Young Greenwich partnership.

You will work alongside partners in the *My London: Enabling Youth Social Action* project (Lewisham Youth Theatre, Charlton Athletic Community Trust, Tramshed, Trinity Laban) to support young people's mental health by increasing participation and amplifying youth voice. This includes engaging young people in the Youth Advisory group (METRO Voice) and joint partnership events, reporting on activity to the partnership, and attending regular steering group meetings.

You will work closely with managers in other domains, including Sexual and Reproductive Health to ensure the integration of youth projects into the charity more broadly. You will work with the Communications team on the appropriate promotion and celebration of our services. You will build and maintain relationships with external partners and stakeholders, including commissioners and will attend key meetings in relevant boroughs.

Main tasks

1. Provide leadership and management of METRO's youth work with LGBTQ+ and other young people. Develop quality inclusive services with tangible outcomes for service users whilst meeting agreed KPIs.
2. Develop and deliver METRO's education offer, including LGBTQ+ inclusion, anti-bullying and educational resources and delivery in schools and colleges.
3. Support Leads to deliver and develop LGBTQ+ youth groups, schools LGBTQ+ inclusivity work and LGBTQ+ youth events to a high standard. Ensure the planning, coordination, staffing and evaluation of LGBTQ+ groups.
4. Support the Youth Worker Coordinator to deliver our Risk and Resilience programme, including promotion of the service, improving referral processes and ensuring the integration with other programmes of work, including the Young Greenwich partnership.
5. Collaborate with partners in the *My London: Enabling Youth Social Action* project to increase youth participation. This includes supporting the METRO Voice group to ensure young people's participation in the development of METRO youth services.
6. Build and maintain relationships with external stakeholders, including our Young Greenwich partners (NHS Oxleas Foundation Trust and Charlton Athletic Community Trust), My London partners, health and social care professionals, commissioners, other youth and LGBTQ+ charities. Attend steering group and partnership meetings as required.
7. Line manage project staff, which includes conducting regular supervision, personal development plans, and lead on staff recruitment within your team.
8. Provide ad-hoc, quarterly, and annual reports for each programme, which includes monitoring and evaluating programmes in line with funding requirements.

9. Provide occasional staffing cover for LGBTQ+ youth groups, or other youth events.
10. Raise and maintain the quality of all METRO youth services through all relevant standards, guidance and accreditations including the National Youth Agency standards and guidelines, the London Youth Agency Chartermark, the Safe Network Safeguarding Standards and other relevant guidance and legislation.
11. Be responsible and accountable for safe practice and safeguarding across all of METRO youth services, working closely with METRO's designated Safeguarding Lead.
12. Work closely with METRO's internal communications team and support Leads to ensure our services are appropriately promoted and to build awareness of the METRO brand.
13. Ensure confidentiality of data, particularly when dispatching data to external agencies, and have an awareness/understanding of data protection issues, in line with METRO's Information Governance Policies and Procedures.

Other duties

1. Adhere to METRO policies and procedures 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 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 your 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.

Person specification

Knowledge & Experience	Skills & Abilities	Essential /Desirable	Application /Interview
At least three years' experience working directly with young people.		Essential	Application /Interview
At least two years' experience managing, leading and motivating a diverse staff team or volunteers.		Essential	Application / Interview
Experience working in young people's services, education or health promotion in a charity or statutory setting.		Essential	Application / Interview
Knowledge of safeguarding and child protection, including proven experience of following safeguarding procedures to safeguard young people.		Essential	Application / Interview
Understanding of issues facing diverse groups of young people, particularly LGBTQ+ young people.		Essential	Application / Interview
Experience of representing an organisation externally with funders and other stakeholders		Essential	Application / Interview
Project management qualifications and/or experience.		Desirable	Application / Interview
Experience of patient/service user involvement.		Desirable	Application / Interview
Experience of working on funding bids, and identifying sources of income and growth for services.		Desirable	Application / Interview
	Excellent communication skills, presentation and negotiation skills both with young people, and with multi-agency colleagues, both internal and external.	Essential	Application / Interview
	Ability to analyse service data and produce clear and accurate reports.	Essential	Application / Interview
	Excellent time management skills, including proven ability to work to tight deadlines in meeting action plans.	Essential	Application / Interview

	Confident with I.T. including the ability to use MS packages.	Essential	Application / Interview
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