



## NCS Welfare Officer

### 1. What is NCS?

National Citizen Service is a once in a lifetime opportunity for 15 – 17 year olds. NCS helps build skills for work and life; with young people being introduced to new challenges and working in teams where they'll create new friendships. NCS programmes run during the summer and half term in Bedford, Leicestershire, West Midlands, Surrey, Devon, Dorset and Somerset. This programme involves 2 x 5 day residentials (Mon – Fri) before planning and delivering a social action project of their choice.

#### NCS works in 4 phases:

1. A 5-day residential programme taking part in team building and action activities
2. A 5-day residential programme learning life skills
3. Social Action Project in the local community either 30 hours (3-week programme) or 60 hours (4-week programme) - *Welfare Officer not required for this phase.*
4. A graduation for the young people to receive their NCS certificate

NCS takes around 15 – 17 days to complete.

### 2. What will you do each day?

- Responsible for the welfare of all young persons and staff
- Motivate, support and provide pastoral care to all young persons
- Ensure all programme protocols are upheld (behaviour management, mentoring and safeguarding)
- Ensure every young person is enjoying themselves at all times and generate a great campus environment through fun, enjoyment and respect
- Supervise and support the young persons on a residential basis
- Support external providers who deliver specialist sessions to the young persons
- Maintain high levels of safety throughout
- Support the NCS objectives of Social Cohesion, Engagement and Integration

#### **You will also**

- Respond to incidents and/or emergencies in line with company policy
- Adhere to Activate NCS's brand standards
- Dress and act according to Activate and NCS Trust's policy at all times
- Carry out any other reasonable tasks required

### 3. Hours

- You are contracted to work 45 hours per week, however due to the nature of the work there may be occasions where overtime is required. Due to this





we ask for you to sign the Working Time Directive Agreement enabling you work in excess of 48 hours per week.

- Part of your contracted hours will cover meal times with the young people which typically are: 7-9 AM, 12-2 PM, 5-7 PM whilst young people are on site
- Outside of these hours you will be required to ensure the smooth running of the NCS programme by working applicable times and shifts
- On Mondays and Fridays, you will be paid for 9-hour days but are likely to work less due to transport times

#### **4. Safeguarding**

Activate NCS are committed to safeguarding and promoting welfare of our attendees. NCS team members must follow Activate NCS's safeguarding and child protection policies and procedures at all times.

#### **5. Wages and Benefits**

You can earn between £297 to £401 per week depending on your age, qualifications and experience.

##### We can also offer

- The opportunity to gain meaningful leadership and mentoring experience
- Food safety qualification (where applicable)
- International Institute of Risk and Safety Management approved training and Continuous Professional Development opportunities

#### **6. What do you need?**

- Ability to work on 1:1 basis with young persons
- Background / experience in pastoral care
- To be out-going and enjoy working with 15 – 17 year olds
- Have great communication skills
- Be positive and have a hard-working, dedicated attitude towards work
- To be a team player who is always willing to help out wherever needed
- Have experience working with young people or children
- Experience working in residential settings
- Demonstrate excellent behaviour and group management skills
- Hold a valid DBS certificate – Activate can split the cost if you need one processing
- Have the right to work in the UK

#### **7. Training**

- Attendance to our staff training weekend prior to the summer commencing is mandatory and part of your contractual agreement
- Online training, including our Cardinus and IIRSM approved Risk Management in Sport and Childcare Settings Aware and Risk Management in Residential Settings
- There is no charge for the training

