



**JOB  
SPECIFICATION FORM**

**YOUTH ENGAGEMENT ADMIN & HR**

# Our Vision

To give the people from different backgrounds of Rotherham a chance to nurture and live up to their potential.

# Our Mission Statement

To use our passion for sport and the influence of Rotherham United FC to **ENGAGE, INSPIRE** and **DEVELOP** the communities of Rotherham for a long-lasting impact on future generations.

# Our Values

**Passion:** Our enthusiasm is infectious and we go that extra step to excel and meet the needs of our users.

**Understanding:** People and their lives are at the heart of everything we do. We listen to our users and seek to remove barriers to our activities.

**Inclusivity:** We have more in common than what divides us. We ensure our delivery captures the needs of the diverse communities we serve.

**Professionalism:** We do all we can to exceed expectations and perform to the highest levels whilst respecting the people we serve and the organisation we represent.

**Respect:** We treat each other with the highest regard and seek to overcome barriers whilst delivering high quality activities.

**Fun:** Through new experiences and having fun we come together in everything we do.

# JOB VACANCY

## LEAD YOUTH WORKER

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<b>Job Title:</b>	Youth Engagement Admin & HR
<b>Reports to:</b>	Youth Engagement Manager
<b>Department:</b>	Youth
<b>Salary:</b>	£20,000.00
<b>Hours:</b>	This is a permanent role of 37.5 hours per week requiring flexibility to work evenings, weekends and match days as required.
<b>Job Purpose:</b>	<p>To support the coordination and delivery of a range of high quality youth engagement opportunities that are progressive and reflective of the needs of young people in the local community.</p> <p>You will be assisting the Youth Engagement Manger in the coordination and delivery of the business plan for the Youth Engagement Department and have responsibility for delivering the departments services whilst meeting targets.</p>
<b>Contract Details:</b>	<p>37.5 hrs, Permanent</p> <p>Auto-enrolment into the Club's pension scheme (depending on eligibility)</p> <p>28 days annual leave including national bank holidays</p>

Rotherham United Community Sports Trust are seeking to appoint an enthusiastic, charismatic and dedicated individual to join our Youth Engagement Team.

We are a diverse Trust that respects differences in race, disability, gender, faith background or personal circumstances we welcome all application. We want everyone to feel valued and included in the football community and to achieve their full potential. The trust is opposed to any discrimination and commits itself to the redress of any inequalities by taking positive action where appropriate.

This job description is not to be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in light of the changing needs of Rotherham United Community Sports Trust.

RUCST is committed to safeguarding and promoting welfare of children, young people and vulnerable adults, and expects all staff to share this commitment.

As part of this commitment to providing a safe environment for our young people, we require all candidates to undertake and return a satisfactory enhanced Disclosure and Barring Service (DBS) certificate. RUCST will assist with the application for, and pay for the process of, a new DBS for staff members where required.

### **Criminal Records Disclosures**

We recognise the contribution that former or ex-offenders can make as an employee; a person's criminal record will not, in itself, debar that person from being appointed to this post. Candidates will be given the opportunity to provide us with information on their criminal record, which will be treated in the strictest confidence. Suitable applicants will not be refused posts because of any offences which are not relevant to the role and which do not make them a risk in the role for which they are applying.

[Equal Opportunities](#)

# JOB DESCRIPTION

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## ROLE ACCOUNTABILITIES & KEY DUTIES

### KEY DUTIES AND RESPONSIBILITIES

- Review incoming correspondence and to prioritise matters for the Operational Manager's attention, responding to administrative requests and routine issues subject to considerations of commercial sensitivity and confidentiality.
- Answer and manage incoming calls, responding appropriately according to urgency.
- Support the Youth Engagement Manager and Youth Engagement Coordinators in monitoring and the evaluation of key targets to ensure operational performance is achieved.
- Support the Youth Engagement Manager in organising events, team meetings, including booking venues, communicating with participants, team, preparing resources, agenda, minutes, presentations and monitoring agreed actions.
- Managing data entry and compliance on the CRM Salesforce and other in house systems for all youth engagement projects
- Support Operations Manager monitor and measure performance against contractual requirements, including production and updating spreadsheets, reports and monitoring frameworks across all projects.
- Support Operations Manager and Coordinators to ensure that invoices are processed in a timely manner and related financial records are kept up to date.
- Distribute information and program information as per the Youth Engagement journey. Including capturing all contractual data on the in house CRM Salesforce.
- Develop and maintain effective administration systems for the Youth Engagement Team, including maintaining up to date work diaries and program delivery documentaton
- Support Operations Manager and Coordinators with sessional recruitment including advertising, processing on-line DBS forms, references and all other recruitment systems.
- Provide support with regard to facilities, i.e. mobile phones, ID cards, uniforms etc.
- Assist with Health & Safety functions, i.e. processing incident reports and uploading to CRM.
- Updating CRM systems with sessional staff info pre-programme.

### PERSON SPECIFICATION

- Excellent verbal and written communication skills
- Positive attitude and strong focus on teamwork
- Ability to communicate with people from all backgrounds
- Ability to build and maintain positive relationships with people
- Focused on achievement, targets and continuous improvement
- Demonstrate a high degree of flexibility and confidentiality
- Capable of presenting information, orally and written
- Have skills to plan, organise and present information
- Ability to work under pressure and to tight deadlines
- Ability to work on own initiative
- Competent IT skills

### MANAGING PARTNERSHIPS AND CONTRACTS

- Maintain and build positive relationship with participants and partners

## EXPERIENCE

- 2 years CRM Data entry experience
- 2 years HR Administration experience
- 2 years of working in a call Centre / telephone sales / customer service environment
- Knowledge of Google Docs & Excel

## QUALIFICATIONS

- Full driving license and the use of a vehicle
- Level 3 or above in Business Admin / HR

## GENERAL DUTIES & ACCOUNTABILITIES

- To support RUCST and Rotherham United FC in their aims and objectives at all times.
- To ensure compliance with all relevant Club policies, including health and safety policies.
- To ensure compliance with all relevant legal, regulatory, ethical and social requirements.
- To build and maintain good working relationships both internally and externally, maintaining a professional image at all times when representing RUCST and Rotherham United FC.
- To keep confidential any information gained regarding the Charity, Club and its personnel
- To maintain a flexible approach to work at all times.
- To undertake other duties and responsibilities as required from time to time such as matchdays & evening/weekend coaching.
- Promote equal opportunities in recruitment, delivery and overall assessment.
- Ensuring that all contact with and arrangements for students and their welfare is safeguarding and promoted.
- Contribute to quality assurance within the curriculum delivered.
- Act as a mentor to participants ; supporting them to achieve their goals and potential.

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# PERSONAL SPECIFICATION

Qualifications		Essential	Desirable
1	Full driving licence and the use of a vehicle	✓	
2	Level 3 or above in Business Admin / HR	✓	
<b>Skills, Knowledge &amp; Experience</b>			
7	An awareness of monitoring and evaluating projects	✓	
8	Up to date knowledge of the national Youth strategies	✓	
9	NVQ Level 3 Youth Worker Qualification	✓	
10	FA Level 2 Coaching in Football, Futsal or other sports Qualification		✓
11	Experience of using a range of teaching and learning strategies for whole classes, individuals and groups which stimulate, challenge, engage and motivate students	✓	
12	Knowledge of how to give positive and targeted support to participants who require special educational needs	✓	
13	Determination to encourage the highest quality of learning experience for all students	✓	
14	IT skills to include a high level of competence using Excel, Word, Access and PowerPoint skills	✓	
15	Excellent overall level of numeracy and literacy	✓	
16	Experience of Premier League, Football League or Sport England funded projects		✓
17	An understanding and knowledge of Rotherham United Community Sports Trust and the Education Academy		✓
<b>Attitude/Behaviours</b>			
18	A “can do” attitude	✓	
19	Presents solutions rather than problems	✓	
20	Ability to establish good and productive working relationships, and work well in a team	✓	
21	Innovative and flexible approach to supporting individual students	✓	
<b>Personal Qualities</b>			
22	A dynamic, hardworking and enthusiastic individual	✓	
23	Be able to enthuse learning within a wide range of ages and abilities	✓	
24	Excellent interpersonal and communication skills	✓	
25	Proactive attitude within the role	✓	
26	Excellent written and analytical skills	✓	
27	Quality focus – takes responsibility for ensuring a high quality of delivery and planning	✓	
28	Highly organised and able to manage multiple tasks	✓	
29	Drive and energy – demonstrates enthusiasm and is personally committed towards education and learning	✓	
30	Self-development – is receptive to feedback about own behaviour, strengths and areas for improvement	✓	
31	Flexibility and willingness to learn	✓	
32	Ability to work calmly under pressure, effectively organise, prioritise workloads and to meet deadlines.	✓	
33	Ability to work unsupervised	✓	
34	Ability to respect confidentiality and professionally on particular issues	✓	

**Rotherham United Community Sports Trust**

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