

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Youth Development Manager (Area 1 & Specialist Programmes)	Grade:	
Reports to:	Strategic Youth Offer Group Manager	Grade:	SMG1
Directorate:	Children and Young People	Department:	Prevention and Early Help

Main Purpose of the job:

The postholder will be responsible for the day to day operations and practice of the newly designed Youth Offer within the CYP Directorate. Lewisham Youth Service takes an area-based approach integrated with thematic strands, including Specialist, Youth Voice Action and Participation, Specialist, All Access, Digital, Detached, Health and Wellbeing.

The postholder will be the architect and driving force behind a new operational framework and youth work guidance system, designed and implemented in alignment with the National Youth Standards. They will lead the cultural evolution of the Youth Service embedding a dynamic, inclusive, and youth-led ethos that reflects the diverse voices and needs of young people. This post will develop and have responsibility for the performance management of the Youth Offer projects, and monitoring, evaluation and reporting to the Strategic Youth Alliance Board.

Developing practice across the youthwork workforce, ensuring that work completed is to a consistent high standard and that policies and procedures are fully implemented, whilst ensuring that children and young people and families receive a high-quality service.

This role is multifaceted, with co-chair responsibilities for the local partnership meeting. The partnership meetings consider locations of concern, inclusive of children/young people requiring early intervention or a universal offer, particularly young people with emotional and mental health needs and other social disenfranchisement.

The postholder will inspire a shift in mindset and practice across the Youth Service, fostering a collaborative, high-performing environment that places young people at the core.

- To ensure that services under their control are run within a strict evidence-based performance framework. Driven by robust, data-led insights, enabling the delivery of targeted, effective support that meets the diverse needs of children and young people and secures the best possible outcomes.
- Spearhead the creation and rollout of a pioneering Youth Offer framework and operational guidance that redefines how youth services are delivered. This includes integrating innovative practices across all strands of the Youth Offer: All Access, Youth Voice Action and Participation, Specialist, Digital and Detached, and Health and Wellbeing.

- To lead, manage, develop and deliver high quality Youth Service strands aligned with the Young-Thrive model.

To provide expert consultancy and specialist advice on Youth Service Interventions and Programmes; advising senior council officers, the NHS, MPS key stakeholders and elected members.

To implement best practice, legislation and policy within the remit to ensure the Council discharges its duties under Section 507B of the Education Act 1996 ('Section 507B') and associated Pan London Procedures.

The postholder will be responsible for workforce development, budget management, HR oversight, and volunteer engagement, whilst ensuring services are underpinned by the principles of effective youth work.

Summary of Responsibilities and Personal Duties

- To develop the (Youth Offer) Youth Service Strands in partnership with the Lewisham Youth Alliance (LYA) across the borough.
- To create and oversee the operational delivery of the area youth centres and service strands, ensuring the design and implementation of high-quality youth work.
- To create and manage the delivery of the new youth service strands and new projects which expand and grow the youth service's operations to areas of the borough providing an effective and efficient support service to young people with complex needs, those at risk of exclusion, and young people with social and emotional needs/challenges.
- Lead in the development of the Young-Thrive (I_THRIVE) delivery model, embedding its principles across youth services and reviewing working policies and procedures to contribute to the continuous improvement youth work within the Youth Service.
- Providing effective management oversight of complex case work, ensuring that allocation, initial contact, assessments, home visits and intervention plans are timely, managing risk and safeguarding effectively in line with policies, procedures and practice guidance
- Support the Strategic Youth Offer manager to design the youth service performance outcomes and outputs against delivery targets, ensure that Service risks are appropriately managed and ensure that relevant adjustments are in place to support delivery targets and outcomes.
- To quality assure assessments by demonstrating the ability to analyse complex data, balance, service performance, safeguarding and broader development issues.
- To lead on the development of a Youth Work pathways, including staff retention plans, promoting reflective practice and supervision, comprehensive training for unqualified and qualified youth practitioners.
- To assist in the contract monitoring of Youth Service provision within the locality including the development of specifications and the submission of data as and when required, quarterly.
- To provide information, support and guidance to safeguard vulnerable young adults and those at risk of exploitation. This will include their families/carers and their wider support networks.

- To identify a network of agencies and services that will support those at risk, with an emphasis on addressing the individual needs of children and young people through education, training, employment or/and support with health and wellbeing.
- To lead and chair multi-agency meetings including the Area Meetings in order to manage referrals and contextual harm.
- Ensuring stakeholder engagement and liaison e.g. in-house council services, Education, NHS, police, voluntary, community and faith organisations.
- Working with senior management to get the best performance from staff.
- To deliver intervention in partnership with stakeholders, which includes the VCFSO's, Online Youth Service Providers, Family Hubs, IAS, Police, as well NHS and Educational establishments.
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- To provide advocacy and support that will facilitate the personal and social development of service users.
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- To ensure that records are maintained in line with Service and Corporate policies, procedures and operational guidance.
- To provide a key role in developing the Teams professional practice through staff training and support.
- To work flexibly with partnerships and external services to meet the needs of a diverse client base.
- To ensure that all work is consistent with the borough's Youth strategy and all other relevant strategies.
- To devise, review and monitor the Youth Offer Plan ensuring stakeholders contribute, reporting regularly to the Strategic Youth Alliance Partnership.
- To contribute to corporate and directorate strategy action plans, as well as contributing to crime reduction targets for partner agencies/stakeholders.
- To represent the service, sharing good practice in forums as appropriate, facilitating workshops and/or presentations internally and external of the Council.
- To keep abreast of existing and new developments such as Government legislation, Youth Work initiatives and roles of other agencies.
- To collaborate with youth service teams in neighbouring boroughs in the monitoring and development of joint projects to enhanced youth services.
- This post will be responsible for applying for finance through Government Youth Service initiatives and external finance in partnership with our VCFSO's.
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- To ensure complaints are responded to appropriately in compliance with the team and directorates procedures.

- Produce succinct and structured written reports and communication, conveying clear messages and achieving a positive impact on a diversity of recipients, choosing the most appropriate form of communications.
- Produce briefings for members as directed by the Head of Prevention and Family Advice.
- Author reports for the Area Meetings Performance & Effective Youth Work Practice meetings.
- Representing the Service at stakeholder meetings including Partnerships Boards and associated meetings i.e. the Safer Neighbourhood Boards.
- To be responsible for making independent decisions in accordance with legal requirements and Council policy and procedures.
- To authorise plans and actions which do not exceed the job holder's authorisation limits.
- Be responsible for the Youth Service on Equalities and Diversity issues; ensuring compliance with Race Relations Amendment Act, Disability Discrimination Act and ensure that Equality Impact Assessments are undertaken as required

Staff Management

- To be responsible for the appointment, training and development of staff and for carrying out direct supervisions, appraisals and performance reviews.
- To monitor/manage annual leave, expenses and training requests as well as implementing the Council's sickness policy amongst others.
- Managing the day-to-day operational activities of the All Access, Health and Wellbeing, Detached and Digital, Specialist strands within the Youth Service
- Monitor staff performance and progress against targets. Ensure team targets and performance standards are met on time. Monitor staff compliance with council policies and take corrective action where inconsistencies exist.
- The post-holder will have full oversight and participation to the recruitment, induction and appraisals of staff whether employed by or seconded to the service
- Have oversight of the recruitment and selection processes and disciplinary, grievances, investigations and other enquiry panels as required and report progress, risks or issues to the Strategic Youth Offer Operation manager &/or the Head of Prevention and Family Advice.

Corporate Requirements

- To participate actively in supporting the principles and practice of equality of opportunity as laid down in the organisation's Equal Opportunities Policy.
- To take reasonable care for the health and safety of yourself and other persons who may be affected by your acts or omissions and to comply with all health and safety legislation as appropriate.
- As a term of your employment, you may be required to undertake such other duties and/or times of work as may reasonably be required of you, commensurate with your grade or general level of responsibility within the organisation.

- Monitor the use of budgets and other resources to ensure they are used to maximum effect in accordance with City of Cardiff's financial budget management procedures.
- Work to secure external funding and partnership work for young people to enhance the range of opportunities for young people.
- Adhere to the Council's Corporate safeguarding policy and associated procedures to manage and report any concerns regarding the safety and wellbeing of any children and adults at risk. Training will be provided to facilitate this.
- Although you will be provided with a base, you may be required to work from various locations in accordance with the needs of your designated locality.

Internal Contacts: CYP Directorate Education, Commissioning, Integrated Adolescent Service, Safer Communities,

External Contacts: NHS, Police, Fire Services, Community, Voluntary Faith Organisations

To carry out the duties of the post with due regard to the Council's relevant policies, codes and procedures.

To carry out duties with due regard to the Council's values and behaviours

All employees are required to participate in Appraisal and Performance Management processes and to undertake appropriate training and development, including mandatory induction training, identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder.

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET
THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff:

Title:	Grade:	No. of posts:
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Number of partially managed staff:

Title:	Grade:	No. of posts:
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PERSON SPECIFICATION

Job Title: Youth Development Manager **Grade:** PO5

Department: Prevention and Early Help

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria, you will be shortlisted, and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equality and Diversity	
• Awareness of and a commitment to Equality of Access and Opportunity in a diverse community	S
• Understanding of how equality and diversity relates to this post.	S
Knowledge	
• In-depth understanding of youth development, social inclusion, and the systemic barriers affecting young people.	S
• Extensive knowledge of safeguarding legislation, child protection procedures, and statutory responsibilities.	S
• Strong grasp of operational case management systems, including assessment, planning, intervention, and review	S
• Familiarity with national youth work standards, inspection frameworks (e.g., Ofsted, HMIP), and relevant legislation.	
• Understanding of multi-agency working and integrated service delivery models.	S
Aptitude	
• Ability to negotiate effective working partnership with other internal departments and external agencies in the public, private and voluntary sector	
• Self-driven, enthusiastic and innovative approach and able to be flexible with new emerging areas of work.	

Firmly committed to the need to strive for continuous improvement	
Ability to lead and motivate a highly skilled team of officers in an environment which demands constant change and improvement	S
Ability to work effectively as part of a team	
Strong ability to gather and analyse statistics and to review and evaluate services being provided	S
High level and detailed skills in risk assessment and risk management skills.	

Skills Skills can only be used as shortlisting criteria if the skill is to be tested)	(To be tested – T)
Proven ability to lead and manage multidisciplinary teams in complex service environments.	
Excellent IT literacy skills and ability to oversee electronic case administration and performance data systems.	
Skilled in interpreting and using performance data to inform strategic decisions and service improvements.	S
Competent in developing and implementing innovative service delivery models tailored to young people's needs.	
Demonstration of a solution focused and flexible approach to management and capacity to work independently under pressure with heavy and complex workloads with competing demands and eternally imposed timescales.	S
Strong communication, negotiation, and partnership-building skills across sectors.	
Ability to manage risk, resolve conflict, and make sound safeguarding decisions under pressure.	
A clear understanding and ability to meet the demands and issues of working in a multi-agency partnership environment at an operational management level.	
Experience	
Significant experience in managing youth-focused services (e.g., Youth Services, Youth Justice, Probation, ETE, or Children's Services).	
Demonstrated success in leading team transformation and quality improvement initiatives.	
Experience in safeguarding leadership and managing complex cases involving vulnerable young people.	S
Track record of working collaboratively with statutory and voluntary sector partners.	
Experience in staff supervision, performance management, and workforce development.	
General Education	
A relevant professional qualification (e.g., JNC-recognised Youth Work qualification, Social Work, Probation, or equivalent).	S
Evidence of continuous professional development in leadership, safeguarding, and youth practice.	
Personal Qualities	
Visionary and values-driven leadership style with a commitment to empowering young people.	
Reflective, resilient, and adaptable in the face of change and challenge.	S
High level of integrity, professionalism, and emotional intelligence.	
Passionate about improving outcomes for young people and reducing inequalities.	
Physical	
Generally, candidates must meet the standard Lewisham requirements for the post.	

DBS Disclosure Required? **No** ☐ **Basic** ☐ **Enhanced** ☐ Y

(Tick as appropriate – guidance available from your HR Advisor)