



Role Profile

National Citizenship Service (NCS) Coordinator

Role Reports To: Education and Skills Manager

Role Purpose: You will be responsible for the day-to-day coordination of the National Citizenship Service (NCS) and will proactively support the Education and Skills Manager to; deliver a high quality NCS programme, coordinate a safe to specification programme and be responsible for coordinating all operational/administrative staff involved in the NCS programme.

Main Responsibilities and Accountabilities

- Develop and implement a project recruitment and community engagement strategy, to recruit and retain young people onto the NCS programme based upon contract.
- To oversee the recruitment and training of seasonal delivery staff ensuring contractual safer recruitment is adhered to and that staff are performance coordinated and supported.
- Achieve weekly and monthly targets, as set out by the contract managing partner and/or funding organisation.
- Develop and coordinate relationships with Schools, Colleges, local authorities, EFL Trust, NCS Trust and other key stakeholders, to promote the NCS opportunity and maintain good customer satisfaction
- Coordinate performance against contractual KPIs and to coordinate the programme expenditure and budgets.
- Ensure appropriate risk assessments are undertaken and be responsible for all programme Health and Safety matters.
- Lead on the development of the NCS programme delivery timetable, ensuring all submission deadlines are adhered to and complying to Programme Quality Framework.
- Demonstrate commitment to Safeguarding by adhering to relevant policies, incident reporting procedures and values relating to safeguarding children and adults at risk
- Support the Club's commitment to equality, diversity and inclusion

Qualifications, Key Skills & Experience

Essential

- Proven experience of coordinating NCS programmes
- A knowledge and understanding of the NCS programme.
- Experience and/or knowledge of the Secondary/Higher education sector
- Practical experience of working with IT systems and the ability to analyse data from a CRM system.
- Understanding Safeguarding and Health and Safety in a youth work setting
- Ability to work under pressure and to tight deadlines

Desirable

- Proven project management experience within a similar role
- A proven track record of coordinating relationships and partnerships
- Experience of working with young people, particularly 15–17-year-olds.
- Experience with Salesforce or other CRM databases, which coordinate people and project information.
- Excellent interpersonal and communication skills, with the ability to build relationships with different audiences

Disclosure and Barring Service Check Requirement

- This role will be subject to an Enhanced disclosure

Aston Villa Football Club is an inclusive institution that provides a welcoming environment to supporters, the local community, customers, employees, contacts and competitors. We want to ensure that the Club and all its subsidiaries are free from discrimination of any kind, embracing all regardless of age, race, disability, gender reassignment, pregnancy and maternity, sexual orientation, marriage and civil partnership, sex (gender), religion or belief.

Aston Villa Football Club is fully committed to safeguarding children and adults at risk across our Club. As such, we adhere to Safer Recruitment processes and for some roles a satisfactory enhanced disclosure via the Disclosure & Barring Service may be required prior to starting in a role at the Club. For more information, please see [Aston Villa Football Club | The official club website | AVFC - Safeguarding](#)