



TIGERS TRUST
IN THE COMMUNITY



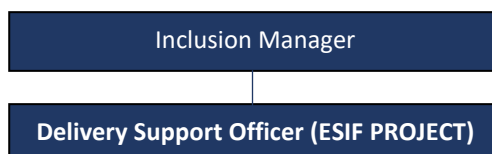
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Role Title:	Delivery Support Officer (ESIF) – Full Time (funded until Dec 2023)	Department/Team:	Social Inclusion - Programmes
Reports to (Managers Title):	Inclusion Manager		
Location:	Tigers Trust Arena		
Last update (date):	February 2021	Salary:	£21,000 - £23,000

Main Purpose of the role:

To support the development and delivery of activities and events in collaboration with colleagues, volunteers and other agencies which create pathways to community education and employment provision for participants from our local communities in Hull and East Riding of Yorkshire. All activities and events will have a focus on the quality delivery of sports/academic activities and qualifications and aim of supporting their progress into education and/or employment. The post holder will contribute to a sustainable plan by ensuring and evidencing value for money and building close working relationships with participants, partners and colleagues.

The role fits in the organisation here:



Key facts & figures of the role and key accountabilities

MAIN RESPONSIBILITIES AND TASKS:

- Support the delivery of the Tigers Trust Employability Well-being Service as outlined details within **Appendix A**
- Deliver a high quality service and ensure interventions meet the needs of the participants
- Use the Trust online monitoring and evaluation system (VIEWS) to collate information and evidence to demonstrate the number of participants involved and the impact made, including collecting participant details, case studies as appropriate
- Linking across the Trust to the range of support services, in particular the Tigers Team Mates, Kicks & Education Teams
- Linking to other partner organisations to create supportive pathways as appropriate
- Facilitate access to training across networks to all referred participants
- Plan and deliver 'informal' employability programmes to support the delivery of contracted outputs and results
- Support Inclusion Manager to develop effective working relationships with funders
- Positively support the marketing and promotion of the project and its services
- Liaise with other agencies as appropriate to help address the wider issues as appropriate
- Risk assess all activities and manage accidents or incidents according to company policy
- Ensure equality and eliminate any direct or indirect discriminatory practices and behaviour
- Ensure compliance with relevant company policies and procedures – Data Protection, Health & Safety, Safeguarding etc.
- Undertake additional duties as required – these will not substantially change the general character of the post



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Key Relationships of the role:	Inclusion Manager
Direct Reports:	N/A
What is needed to be successful in this role (Person Specification).	
Core Competencies:	
<ul style="list-style-type: none"> • <i>Build Realistic Plans and Coordinate Delivery</i> – Clearly communicating to others and driving results; tracks/measures impact and refines outcomes where required. • <i>Establish Trust</i> – Honours commitments/promises made to internal and external stakeholders. • <i>Meets Stakeholder Needs</i> – Continually searches for ways to improve service; seeks and acts upon feedback; develops knowledge of the area of work. • <i>Think Creatively</i> – Approaches problems with a curiosity and open-mindedness; creatively integrates different ideas and perspectives; stimulates creative thinking in others; generates innovative ideas and solutions to problems; challenges the status quo. • <i>Impact & Influence</i> – must have a positive attitude to delivery the programme outcomes with appropriate authority; able to communicate and influence effectively in different settings, across different functions, hierarchies, informal and formal, in both written and face to face meetings; confident presenter. 	
Personal Qualities:	
<p>Essential:</p> <ul style="list-style-type: none"> • Possess an excellent understanding of safeguarding requirements for vulnerable people. • Experience and/or qualified community & youth worker. • Excellent interpersonal skills, showing empathy and support to participants involved in the project. • Significant understanding of the local community and the challenges it faces regarding mental health / education / employment. • Good knowledge of local partner agencies and ability to effectively engage with them. • Have a clear understanding of what is required to achieve the programme’s objectives. • Support the programme with robust and thorough monitoring and evaluation processes, including contributing to an evidence base to demonstrate the programme’s wider impact. • Ability to drive own personal development, as well as the delivery staff within their project, to ensure a reflective and progressive culture. • Ability to work as part of a team. • Ability to empathise in relation to the social issues facing participants. • Good written and verbal communications. • Good analytical ability and capable of drawing out key insights to support decision-making. • Knowledge and understanding of issues participants face. • Knowledge of local support services. • Knowledge of health and safety requirements and experience of risk assessing activity. • Excellent time management and an ability to prioritise key tasks under pressure. • Good use of IT software and databases (eg. Views). • Show an understanding of and a commitment to equality and diversity. • Willing to work cooperatively and flexibly. 	
Qualifications:	<p>Desirable: Youth & Community Work, Safeguarding Children and Vulnerable Adults certificate, Teaching Qualification, Mental Health First Aid qualification, Emergency Aid Certificate</p> <p>PLEASE NOTE THE SUCCESSFUL APPLICANT WILL BE REQUIRED TO COMPLETE THE TRUSTS SAFEGUARDING CHILDREN AND VULNERABLE ADULTS TRAINING</p>



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Experience:

Essential:

- Experience of working with vulnerable and hard to reach communities
- Experience of training and mentoring delivery staff and young people
- Demonstrable experience of working successfully with external agencies and partners
- Experience of monitoring and evaluating work, planning and recording
- Experience of working in employability and/or community education and/or community work setting
- Demonstrable experience of being able to work within organisational policies and procedures
- Demonstrable experience of being able to work within organisational health and safety requirements
- Valid driving licence

Desirable:

- Experience of listening to participants and incorporating their views and choices in service delivery
- Experience of marketing / promotion of community programmes

Tigers Trust Vision:

Inspired and integrated communities, living active, healthy and happy lives.

Core Mission:

We dare to inspire, engage and improve our communities, through sport, active participation and education; providing opportunities and removing barriers; supporting and raising aspirations and helping people to lead healthy and happy lives because we care and because we can.

Tigers Trust Behaviours:

- **Teamwork** is at the heart of all we do
- We have **Pride** in all we do
- We **Welcome** everyone
- We are **Kind** to one another
- We demonstrate **Enthusiasm** throughout our work
- Individually we will work to promote a **Positive Atmosphere** across all of our activities and business (open and trusting)

Manager Sign Off:

Date:

Employee Sign Off:

Date:

Safeguarding Statement

Tigers Trust is committed to safeguarding the welfare of children and adults at risk and require all employees to share this commitment and promote the welfare of these groups.

Applicants will be asked about any previous convictions, cautions, reprimands, including those that are considered 'spent' as defined by the Rehabilitation Offenders Act 1974 (Exceptions) Order 1975 (Amended 2013). Appointment to this role is subject to a satisfactory Enhanced DBS Check (with children's barred list check) and references.

Equality Statement

Tigers Trust is committed to creating an inclusive and diverse environment and is proud to be an equal opportunity employer. Qualified applicants will receive consideration for employment without regard to race, ethnicity, religion or belief(s), gender, gender identity or expression, sexual orientation, marital status, disability, age or with regards to pregnancy or maternity.

You may be expected to conduct yourself in other ways and undertake different duties which are reasonable in the opinion of company. Your job profile is not limited and may be reasonably modified as necessary to meet the needs of the business.



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