



City Year UK

Job Title: School Impact Officer
School locations: RM8 3EX. 2 days per week from this location.
Training location: E1 6EG -1 day per week, Friday, at this location. With occasional working from home.
Contract: Permanent
Working schedule: Term-time working (except the second half of August)
Hours: Part-Time, for 3 days per week. Normal working hours are 8:00-4:30, Monday to Friday. Working Fridays is essential, the other days are flexible.
Department: Programme
Responsible to: Programme Manager
Responsible for: Programme delivery in school, line managing volunteer mentors
Start date: January 2024. We hope to include ad-hoc induction days/half days (all paid) in December 2024, to be agreed upon with the candidate.

Introduction to the organisation

City Year UK is a youth social action charity that challenges 18-to 25-year-olds to tackle educational inequality through a year of full-time voluntary service. As mentors, tutors, and role models in schools, they support pupils growing up in some of the most disadvantaged communities in the UK.

The CYUK programme empowers these exceptional and diverse young people to realise their aspirations and grow as leaders, both through their impact on children's lives and through training, coaching and career development opportunities.

Volunteer mentors and School Service Leaders (where applicable) are integral to the school day. They encourage pupils to engage with and enjoy learning while developing their own skills both in and out of the classroom. They meet to share experiences and benefit from additional training delivered by experts from across the education, business, and voluntary sectors.

City Year was first established in Boston, Massachusetts in 1988 and operates in 27 cities across America, as well as Johannesburg in South Africa. City Year UK launched in London in 2010 and has since expanded to the West Midlands and Greater Manchester.

To find out more, watch our short video [here](#).

Overview of the role

The Impact Officer is based predominantly in a school (Monday to Thursday) and is the primary link between our partner schools and City Year UK (CYUK). The Impact Officer is the custodian of the CYUK programme delivery. This is achieved by managing a team of volunteers, who support school activities. Impact Officers coordinate, manage and evaluate the programme that CYUK delivers. Volunteers also complete a Leadership and Development programme (delivered most Fridays during term-time) over their year of service. Impact Officers work with them on a professional development plan to chart their continuous professional development, to support their transition into employment.

The Impact Officer plays a key role in the engagement, training and retention of volunteers. They have pastoral oversight for the team and their relationships with those they come into contact with (children, parents, education professionals, funders, and other stakeholders).

Line Management

The Impact Officer is managed by a Programme Manager and line manages a team of volunteers in school

Job Description

Main Duties and Responsibilities

Volunteers

1. To model CYUK culture and standards of high performance to impact volunteer engagement and pupils attainment.
2. Maintain morale, motivation and professionalism with the team by role modelling behaviour and respectfully challenging poor standards.
3. To ensure that the year of service experience is a positive and challenging one and that volunteers successfully complete the programme;
4. To contribute to the delivery training sessions, to both small groups or the whole cohort of CYUK Volunteer Mentors, as part of the CYUK Learning & Development programme.
5. To train, support and develop volunteers. Preparing them for their careers, employability skills, personal development and civic leadership working under the direction from the Programme Manager.
6. To provide effective line management of Volunteer Mentors using the CYUK Personal Development Plans (PDP)
7. To provide regular one-to-ones and team meetings with volunteers to discuss progress against the desired impact associated with pupil progress and performance;

Impact

8. To keep our customer relationship management system, Salesforce updated with full and accurate school information, Volunteer Mentor, leadership development, school service, pupil, focus list and extension activity information,
9. To work collaboratively with the Data team in the collection and compilation of data used in the evaluation of programme impact.
10. To monitor and evaluate the effectiveness of interventions, activities and campaigns through the use of quantitative and qualitative means to inform the impact of the programme both on students and also Volunteer Mentors.
11. To ensure that the school/s provide adequate and timely access to pupil data
12. To report and present CYUK impact on pupil attendance, behaviour and curriculum attainment, to school staff

School

13. To build a deep partnership between the school and CYUK. Ensure effective communication, agree on objectives and competently negotiate difficulties on the programme.
14. To discuss and identify the school's requirements, build strong relationships and make CYUK integral to school activity.
15. To deliver CYUK's Whole School Whole Child model, ensuring Volunteer Mentors understand their role as near-peer-mentors.
16. To proactively engage school leaders and respectfully implement the CYUK programme, utilising the team appropriately to support both school and City Year objectives and values.
17. To use CYUK's portfolio of initiatives to identify solutions that meet the requirements of the schools and effectively communicate the value of such to school leaders and Volunteer Mentors
18. To work in collaboration with the National School Partnerships Manager to achieve partnership renewal.
19. To negotiate with the school/s regarding the details and schedule of delivering the campaign and appropriate deployment of the CYUK team in and outside of the schools;

Organisational

20. To promote the vision, mission and values of CYUK and the strategy that directs our work

21. To resolve matters appropriately, and escalate serious concerns to senior staff;
22. To ensure that the children and vulnerable adult safeguarding policies and procedures are followed and to direct volunteers who have safeguarding concerns to the Designated Safeguarding Officer;
23. To apply the Volunteer Mentors 'Conduct and Disciplinary Procedure', supported by the Programme Manager, lead meetings with Volunteer Mentors who fail to meet CYUK's standards;
24. To work closely with other departments to coordinate stakeholder engagement e.g. school visits and volunteering opportunities.
25. To ensure that GDPR compliance is understood and embraced as a way of working and that 'Think Privacy!' is fully adopted by all Volunteer Mentors in your teams
26. To undertake any other reasonable tasks as required to support the organisation, your partner school, volunteers and your colleagues.

The successful post holder will actively follow all CYUK policies including the organisations Equal Opportunities policy and maintain an awareness and observation of Safeguarding policies, GDPR policies and Health & Safety regulations and policies. There may be other tasks and responsibilities determined by City Year UK's Senior Leadership Team, at their discretion.

Person Specification

Knowledge, skills and qualities

Experience

Three years of working with children and young people	Desirable
Experience working in a school or with schools	Desirable
Experience in developing and delivering training	Desirable
Experience in managing and supervising a team	Desirable
Experience in collating, analysing and reporting on data	Desirable

Skills and Knowledge

Excellent communication and interpersonal skills	Essential
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Strong supervision skills, able to connect and communicate effectively with a broad range of stakeholders	Essential
A sound understanding of school leadership priorities and an ability to represent CYUK in this context	Essential
Flexibility in approach to meet volunteers' and pupils developmental needs	Essential
The ability to cope well with multiple demands and ambiguity	Essential
Ability to prioritise work to meet tight deadlines delegate appropriately and apply problem-solving skills effectively	Essential
Good IT knowledge and skills (essential), including Google Apps (desirable) and Salesforce (desirable)	Essential
A proactive attitude, with the ability to use initiative, and a professional manner and approach	Essential
Strong commitment to CYUK's mission and values	Essential

Terms and conditions

Contract

This post is a permanent position, subject to school partnerships from August 2025. Newly appointed post-holders will be subject to a six-month probationary period. This post is available part-time (three days per week). Post-holders should be prepared to be flexible based on the needs of partner schools and their team(s).

Holidays

43 (full-time) or 24 (part-time) days of holiday leave per annum to be taken during each school holiday. There is a short period of compulsory training at the end of the summer holidays (mid/late August) where no leave can be taken.

Location

This post is predominantly based across a CYUK's partner schools. However, from time to time, it may also involve occasional travel between school, to the local CYUK office and related sites of work. The exact location of the school post-holder will be determined by the distribution of school partnerships and may be subject to change, but preferences can be expressed and will be accommodated as far as possible.

Remuneration and benefits

Full-time equivalent starting salary of £29,144 per annum. A range of additional flexible benefits are also available that include up to 5% employer-matched pension contribution, two paid volunteer days per year, interest-free travel and bike loans.

To Apply

Please apply by uploading your CV and cover letter demonstrating your suitable experience, knowledge, skills and abilities.

The deadline for applications is midday on **20th November 2024**. We will be interviewing applicants on a rolling basis during this time with final interviews taking place in **w/c 25th November**.

Further information about City Year UK can be found at the website: www.cityyear.org.uk

Background checks

CYUK is committed to safeguarding and promoting the welfare of all learners including young people. The appointment is subject to clearance through the Disclosures and Barring Services and receipt of satisfactory references. The work you will be undertaking will involve contact with children and young people which by law is exempt from the Rehabilitation of Offenders Act 1974. You are not entitled to withhold information and must declare all convictions, including spent convictions, cautions, reprimands and final warnings. Any information given will be completely confidential and will be considered only in relation to any application or positions to which the Order applies.