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JOB APPLICATION PACK

Head of Services – Youth Work

May 2025

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**NEW
HORIZON
YOUTH
CENTRE**

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New Horizon Youth Centre

Head of Services – Youth Work
Job Pack, May 2025



Dear applicant,

Life is not linear. Nobody knows that better than the young people who come to New Horizon Youth Centre. While the thousands of stories they tell us every year are as different as they can be, one thing unites them: their current experiences of homelessness do not define them or where they will end up. Indeed, as one of the young members of our Women's Space told us, sometimes you have got to go through the darkness to get to the light.

During the last few years COVID, cost-of-living and housing crises have created challenges for us all, but young people have felt it particularly acutely. Youth homelessness is currently at unprecedented levels. In 2023, over 20,000 young people in London approached their council because they were, or were about to be, homeless.

To meet these rising levels of need, we are expanding our staff team, services and partnerships. By joining us, you will be part of ensuring New Horizon consistently and powerfully does what it does best: championing young people, collaborating for impact and being determined to find a way to holistically support every young person that comes through our doors.

Whilst making sure that basic needs are met and young people are safe, housed and able to focus on their future, it is also critical that we guarantee that young people, especially those experiencing homelessness who have been systemically denied a voice, are present in the creation of systems that will change and impact their lives for the better.

We are not afraid of being bold and thinking big in response to today's challenges; it requires us to grow our staff team, our collaborations, our funding and our campaigning to end youth homelessness. Staff wellbeing is a crucial part to this journey, along with ensuring that young people are with us every step of the way.

We know that far too many young people find themselves unhoused, unsupported and unsafe. Now is the time to right this wrong and ensure that every young Londoners' potential has a home.

We hope that you'll join us.

A handwritten signature in dark blue ink, appearing to read 'P. Kerry', with a long, sweeping horizontal line extending to the right and a small loop at the end.

Phil Kerry, Chief Executive

OUR STORY

London is a fantastic city to call home, but a central truth remains in the capital. Every year thousands of young people find themselves unhoused, unsupported and unsafe.

That's why New Horizon Youth Centre exists.

Founded in 1967 by Lord Longford to address the needs of young people who were homeless and misusing drugs in the West End of London, today New Horizon Youth Centre continues to be a vital support network for 16–24-year-olds with nowhere else to go.

Through the services we provide at our day centre, via outreach and remotely, our multidisciplinary team of over 60 staff support thousands of young people experiencing homelessness in London to find safety, improve their wellbeing, develop skills for life and ultimately find somewhere that they can call home.

“For as long as young people are homeless and unsafe in London, we will be on a mission to give their potential a home”

For more info about our impact, [please take a look at our latest impact report](#).



COMMITMENT TO EQUITY, DIVERSITY & INCLUSION

New Horizon Youth Centre is committed to recognising and valuing difference and ensuring fairness and equity; and recognising and seeking to redress inequity and disadvantage wherever possible. We have an ongoing action plan to improve our Equity, Diversity and Inclusion (EDI) practices, which every member of our organisation has a role in contributing to.

As a service provider to young people facing homelessness and who are unsafe, we aim to be an empowering, supportive employer and to offer as much flexibility as possible to help each individual realise their full potential as users of New Horizon Youth Centre and as employees. We believe that this approach is key and central to promoting and developing diversity.

We recognise that true diversity in our community and within the staff group also involves a willingness to act, where necessary, by combating the effects of existing barriers to fair and equal treatment. Within society certain groups are unfairly discriminated against – for example on the grounds of race, gender or gender identity, disability, sexuality, age and class – and are, as a result, disadvantaged in terms of their access to services and employment. We will, where appropriate and where possible, seek to positively redress the effects of this discrimination. Any action we take will be legally compliant and consistent with our approach of making young people and staff feel valued and respected.

We recognise that many people have suffered disadvantage and barriers to progress for all kinds of reasons related to them as an individual and not because of their personal characteristics such as homelessness, employment, economic or domestic circumstances, or involvement with the justice system. For this reason, our commitment to diversity includes being supportive, positive and open minded.

We encourage applications from all backgrounds in respect of ethnicity, disability, gender, sexuality, religion, and socio-economic backgrounds.

New Horizon Youth Centre is deeply committed to inclusive working practices, so during the application process we commit to:

- Reimbursing any childcare and other care costs whilst you are attending interviews.
- Reimbursing your travel costs to the office and back for interviews.
- Making any reasonable adjustments – for example ensuring we have a sign language interpreter organised in advance if you would like them.
- Offering a guaranteed first stage interview for disabled candidates who meet the minimum requirements for the role.

If there is anything else you are concerned about or think we could provide, please let us know.

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OUR WORK IS GUIDED BY THREE VALUES:

We champion young people



We collaborate for impact



We are determined to find a way



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STRATEGIC OBJECTIVES:

Through 2022 – 2025 New Horizon Youth Centre will focus on:

1. Delivering high quality, trauma-informed services for any young person that needs our support

- **Refocusing our services around four key outcomes areas** (Housing, Safety, Life-skills, and Health) to help us specialise further and grow our impact.
- **Redefining the welcomes into our services** so that we can build trust and ensure young people get the support they want and move on.
- Creating a **brand-new health offer and optimising the scale of our housing offer** to address these continued areas of significant need.

2. Working with and through others to optimise our offer and maximise our impact.

- Continuing to **invest in the London Youth Gateway youth homelessness partnership**, scaling its reach and finding more ways to collaborate.
- **Revitalising our centre as a hub** that provides both drop-in and specialist services via our team and a network of committed partners that share our values.
- More deliberately **sharing best practice with partners and statutory agencies** so that more professionals are equipped with the skills and knowledge to help.

3. Saying what others won't say and do what other won't do to ensure that no single young person misses out, even the young people we will never meet.

- **Prioritising services where needs exist without solutions**, working with others to innovate and bring these issues to public attention.
- **Redoubling our policy work and building our evidence** to put 'grit in the system' and ensure that the issues affecting young people are understood and acted upon.
- Working with young people to **reframe the narrative around youth homelessness**, ensuring that they have the right platform to campaign for change.

And importantly will continue to focus on:

4. Sustaining a well-run organisation that invests in staff and celebrates the diversity that makes us a success

- **Making good on our commitment to be anti-racist**, embedding diversity across our work and practice.
- **Renewing our staff care and investing in our technology and facilities** so that the team have the practical and emotional support they need to thrive.
- **Setting ambitious goals for our fundraising** so that we have the resources and financial security to be ruthless in the pursuit of our mission

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**"New Horizon.
It might not be your home.
They might not be your parents.
They might not be your family.
But they want you to win in this
world."**

Najma, 21



NEW HORIZON YOUTH CENTRE

JOB DESCRIPTION – HEAD OF SERVICES – YOUTH WORK

Reporting to: Director of Operations

Role Overview

The Head of Services – Youth Work leads the largest operational team at New Horizon Youth Centre (NHYC). You will directly line manage three deputy service managers and one Youth Worker, and oversee a wider Youth Work team totalling 14 FTE staff. The role is part of NHYC's Leadership Team, and you will work particularly closely with the four other Heads of Services for Rough Sleeping, Housing, Youth Justice and Health.

The key objectives of the post are:

1. To lead on New Horizon Youth Centre's (NHYC) Youth Work services, including the Day Centre, Lifeskills programme and Jobs, Education and Training (JET).
2. To work collaboratively and productively as part of the Leadership Team, including on the development and implementation of our new organisational strategy and the promotion of a positive cross-team culture.
3. To motivate, lead, develop and manage a multi-disciplinary team of Youth Workers and Day Centre staff, delivering a holistic service to young people and enabling them to move on into independence.
4. To work in partnership with a diverse range of stakeholders to maximise the reach and impact of our services.

MAIN TASKS AND RESPONSIBILITIES

Young People's Services

To develop and manage services and projects that will ensure the provision of high-quality services to young people. This will include:

1. Establishing, developing and sourcing an innovative programme of activities that responds to young people's changing needs
2. Continuing to develop our Youth Voice strategy, ensuring young people are included and able to participate in the organisation's strategy and service development.
3. Developing our JET, lifeskills, sports and arts services to meet the standards required by young people, external partners and funders.
4. Overseeing management of the day centre, ensuring effective coordination of our weekly face-to-face offer, ensuring provision of safe, high-quality services.

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5. Setting the team's objectives to meet our overall organisational strategy and mission.
6. Working with the Fundraising team on new funding applications and reporting.
7. Managing the budget and team expenditure in consultation with the Head of Finance and Resources.

Staff Management

To develop the Youth Work Team, ensuring they make a full and positive contribution to the achievement of NHYC's mission. This will include:

1. Participating in recruitment and training of new staff, volunteers, students and locum workers.
2. Leading, managing and motivating team members including deputy managers and frontline staff through:
 - Developing and implementing planned programmes of induction
 - Setting and monitoring annual individual performance objectives and development plans in line with the overall strategy.
 - Holding regular supervisions, annual appraisals and team meetings.
 - Actively promote a learning and development environment.
3. Dealing with problems concerning staff conduct, performance and attendance in line with policies and procedures.

Sharing best practice

To proactively share best practice with internal and external stakeholders in order to maximise the impact of the work of NHYC. This will include:

1. Developing and maintaining effective working relationships with specialists and agencies who might offer resources, funding, or individual services relevant to client needs e.g. Local Authorities, Social Services, the DWP, health services, and other voluntary sector agencies. Formulating Service Level Agreements where appropriate.
2. Researching, developing and piloting innovative services and projects that ensure NHYC remains a leading organisation within the sector.
3. Promoting and representing NHYC externally at relevant forums, meetings and events. Preparing and delivering presentations for internal and external audiences.

Information Management

To produce and maintain accurate and useful information in a range of formats in order to promote effective service delivery and evaluation. This will include:

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1. Recording all contacts with clients appropriately and maintaining all relevant files and recording systems.
2. Producing written reports in a variety of formats to meet the requirements of the Leadership Team, Board of Trustees, partners and funders.
3. Inputting and extracting information from the CRM and other accounting systems. Utilising computer software for the production of correspondence and reports.
4. Being self-servicing in day-to-day administration and following NHYC administrative procedures and GDPR policies in all functions of the post.

Safeguarding

To act as a Designated Safeguarding Officer for the organisation, working with the Designated Safeguarding Lead to implement relevant policies and safeguard staff, young people, and other relevant stakeholders. This will include:

1. Deputising for the Designated Safeguarding Lead to ensure the organisation remains up to date and compliant with both internal safeguarding policy and external legislation.
2. Being available as a key point of contact for staff to raise and explore any safeguarding concerns and incidents.
3. Reviewing safeguarding concerns as a priority, maintaining accurate records of cases, and making external referrals to statutory services where appropriate.
4. Delivering safeguarding training to new and existing staff and contributing to a culture of learning and best practice.

Reviewing Personal Performance and Development Needs

To be proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement. This will include:

1. Reviewing and evaluating own performance to identify strengths and areas for development. Identifying own learning and development needs and opportunities.
2. Undertaking development and training opportunities and being responsible for obtaining maximum benefit through review, reflection and practice.

Other

To contribute positively and constructively to the development of the team, the service and NHYC. This will include:

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1. Acting on behalf of the Director of Operations on day-to-day matters in their absence and contributing to the overall management of the organisation as requested.
2. Covering for other members of the team as necessary, including frontline delivery with young people.
3. Feeding into and following NHYC's policies, procedures and performance expectations.
4. Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by the Director of Operations or Chief Executive.

PERSON SPECIFICATION

We are looking for an individual who can demonstrate the following competencies to a high level and want to use these to the full in their work.

E: Essential
D: Desirable

Knowledge, Experience and Track Record

1. Experience of managing a diverse range of quality youth work services. (E)
2. A thorough understanding of the issues, barriers, and challenges which young people experiencing homelessness might be facing, especially at the point of accessing help and support. (E)
3. Experience of managing a staff team. A proven track record of providing high-quality supervisions, appraisals, team meetings and training, and dealing with issues around staff conduct or performance. (E)
4. Ability to work collaboratively with internal and external partners to achieve organisational aims and objectives. (E)
5. Experience of using IT systems (including databases) to support the achievement of personal and collective work goals. (E)
6. The ability to multitask, make decisions, and manage multiple priorities effectively in a pressured, fast-paced environment. (E)
7. Experience of working to performance indicators, including monitoring and reporting on service outputs and outcomes, analysing performance information, and identifying corrective action. (E)

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8. Ability to maintain enthusiasm for a high level of contact with clients on a day-to-day basis and a genuine passion for supporting young people to move towards independent living. (E)
9. Knowledge of youth work principles and practices, or knowledge of homelessness, and an understanding of how these interact together. (D)
10. Thorough and up-to-date working knowledge of:
 - Local and National Government policies and procedures in relation to the client group. (E)
 - Relevant organisations and their role and responsibilities in providing support to vulnerable young people. (E)
11. A high level of knowledge of health and safety issues in a working environment, including experience of compiling and implementing risk assessments. (E)
12. A thorough working knowledge around safeguarding policy and procedures for children and vulnerable adults. (E)
13. A working knowledge of and commitment to Equity, Diversity and Inclusion as it applies to a service and in the workplace. (E)

Additional Job Requirements

14. Willingness and ability to work outside of normal hours on occasion (within New Horizon's flexible working hour's arrangements). This includes some work over the Christmas period. (E)
15. Willingness to work flexibly in response to changing organisational requirements. (E)

ADDITIONAL INFORMATION

Contract:

The contract is ongoing, subject to successful completion of a probation period.

Location:

The post is based at: New Horizon Youth Centre, 68 Chalton Street, London, NW1 1JR. Some travel across London will be required.

Hours of work:

The role is full-time (35 hours per week), Monday-Friday. Part-time hours may be considered. Some work over the Christmas period will be required.

Pay:

The starting salary for the role is £46,800.00 (pro rata).

The salary scale is: AP37 (£46,800) to AP41 (£52,000). New Horizon Youth Centre contributes up to 6% to a group personal pension scheme.

Other benefits:

- 30 days annual leave per year (pro rata), plus bank holidays and some additional time off over Christmas
- Employer contribution of 6% to a group personal pension scheme
- Enhanced Employee Assistance Programme, including 24-hour helpline, access to counselling, contributions towards medical expenses, discounted gym memberships, high street vouchers and more
- Clinical Supervision and Reflective Practice
- Staff Loan Policy, including Cycle to Work scheme
- Generous Training budget and a Diversity Leadership Programme
- Regular Staff Away Days and teambuilding activities

TIMESCALES AND HOW TO APPLY

The timescales for recruitment are as follows:

Closing date and time for applications	12:00 (midday), Thursday 19 th June 2025
Shortlisted candidates will be informed	23 rd June 2025
Interviews will be held on	Thursday 3 rd July 2025

If you wish to apply for this position, you will need to supply:

1. **A CV** setting out your career history, education or qualifications, and other key responsibilities or achievements. ***Please do not include your name, initials, contact details or references in the CV and the file name.***
2. **A supporting statement** (1500 words or up to 2 sides of A4) highlighting your suitability for the role and how you meet the criteria listed on the **Person Specification**. ***Please do not include your name, contact details or address.***

The supporting statement is an important part of your application and will be assessed as part of your full application.

3. **Completed diversity and adjustment questions** – Your data will be stored separately from your application and will at no time be connected to you or your application by the shortlisting panel.

To apply, visit our careers site: <https://jobs.nhyouthcentre.org.uk>

We do not consider incomplete applications.

You will be notified if you have not been shortlisted. However, we are unfortunately unable to provide each individual application with feedback.

If you have any questions or would like to arrange a call to discuss the role, please feel free to email us at recruitment@nhyouthcentre.org.uk or call 0207 388 5560.

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Giving potential a home since 1967

**nhyouthcentre.org.uk
@nhyouthcentre**

**Charity number: 276943
Company number: 01393561**

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