**Job Description**

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| **Job Title** | **Innovation and Development Manager** |
| **Reports to** | DAY1 CEO Corrin Henderson corrin@day1.uk.com |
| **Department** | Youth Services |
| **Location** | Officially head office based but also working from home.  Head Office: The Hub, Inverness Kart Raceway, Fairways Business Park, Inverness IV2 6AA or such other place as we may reasonably determine. |
| **Travel Required** | Local (inverness) travelling essential for the role. Also expected to work from home, with ability to engage in video calling online, and to work from Head Office as required. |
| **Hours** | 37.5 hours per week. Monday – Friday, 9am to 5pm with some flexibility outside of these hours preferred. |
| **Pay Band** | To be agreed by DAY1 |
| **Deputy For** | DAY1 CEO Corrin Henderson corrin@day1.uk.com |

**Introduction**

DAY1 is an innovative and results-driven Highland charity that has, since 2005, been providing our award-winning year-long youth mentoring program to local vulnerable young people who are failing to thrive.   DAY1 is a Lifeline that helps young people to cope with complex personal, familial and societal pressures.  We concentrate our efforts on difficult transition phases of young people’s development and **outcomes include securing employment or training and/or sustainable progression to the next level of education**.  The DAY1 model has been designed to support young people who are 14-16 years old and critical to helping make change happen are our amazing volunteers.

In 2015 DAY1 launched our social enterprise business, Inverness Kart Raceway (IKR). Designed initially as an income stream that allows DAY1 greater financial freedom from grant provision, IKR, since 2019, has also now become the venue for the delivery of our inspiring year-long life and automotive skills training program. Each week 100 young people from around the Highlands learn skills for life, work and learning whilst receiving on-the-tools training in the fundamentals of automotive skills. Applying DAY1’s methods and years of experience, this SQA level 4 course is delivered by a first-class team who understand how to fully engage young people. The program is an awarded DAY1 contract with Scottish Government agency, Skills Development Scotland.

DAY1 also delivers an independent ‘life skills’ program in a group setting at the DAY1 HQ at IKR. Around 20 vulnerable young people per year, in groups of 5, sign up to this year-long program. Outcomes are similar to our mentoring program and include securing employment or training and/or sustainable progression to the next level of education. Much like mentoring but in a group capacity, this program is designed to engage young people who are better suited to peer learning and focuses on building resilience.

In 2022, in addition to the three programs above, DAY1 launched our personal development program for children aged 11-12. Each year P7 pupils from two local primary schools are invited to participate in our 6-week program that helps prepare them for their transition to secondary school. Around 80 children benefit yearly from this intervention.

Full company details are available at [www.day1.uk.com](http://www.day1.uk.com) and [www.invernesskartraceway.co.uk](http://www.invernesskartraceway.co.uk)

***The Innovation and Development Manager’s role***

*DAY1 operates with an entrepreneurial mindset at its core and we are looking for someone who can demonstrate, both with past experience and current mindset, that they are up for the task.  We want someone who is not afraid to think out of the box, who can move beyond their comfort zone, is resilient, does not crumble under pressure, can engage at senior level as well as with the young people, and someone who gets things done.*

*Processes and procedures are important of course and, as a youth charity, we aspire to be leaders in safeguarding and health and safety.  However, this role needs someone who can handle these things in their stride while also demonstrating an ability to flex and adapt and try new ways of doing things while carrying colleagues with them every step of the way.*

*We are ideally looking for someone who has a story to tell, who has perhaps made mistakes in the past and learned from them and especially someone who has shown some enterprise within your working or charitable life to date.  You do not need to have direct youth work experience, but you do need to be passionate about working with young people.  And finally, you need to understand how money works too to release energy and possibility.*

*So, if this is you, if you have light in your eyes, are ambitious, resilient and enjoy the dynamics of working with a team that never sits still, give us a call.*

**Main Purpose of the Role and key responsibilities………Outcomes?**

* Live the vision and values of DAY1. Support the CEO of DAY1, assist in the continued evolution of DAY1 and the innovation, design, and delivery of the key DAY1 services.
* Bring a razor-sharp focus on our intended outcomes (see ‘introduction’ above).
* Measure program results against our outcomes and report to the CEO and the Board as required.
* Manage the day-to-day operational aspects of DAY1 services including volunteer recruitment, training and support.
* Continue to build on existing trusted relationships with key partners (schools, businesses, funders, suppliers, Government agencies etc.)
* Support the CEO on planning and following through on strategic development opportunities, including new and existing social enterprise income streams and the identification of grant funding sources.
* Meet fundraising targets that may be set by the executive team, in line with operational needs. Manage a budget.
* Link with our social enterprise business team to ensure harmonious use of resources and personnel.
* Ensure best practice delivery of services to the vulnerable young people in our community.
* Be a great communicator, both written and verbal, between all parties engaged above.
* Be prepared to get out and about. This role is Inverness based and will require infrequent travel within a 30-mile radius of Inverness and possibly beyond as required. Expected place of work will be close to an equal division between the DAY1 Hub and your home.

**Examples of specific responsibilities**

* Launch and further develop DAY1’s new Resilience programme.
* Take the lead in the coordination and delivery of the DAY1 Life Skills programme.
* Coordinate the delivery of the DAY1 mentoring programme.
* Coordinate the recruitment of volunteers to allow for the continued delivery of our DAY1 mentoring program.
* Deliver training for new Day1 mentors, including Child Protection training and manage disclosure and employment checks.
* Manage, support, motivate, inspire and guide a team of Day1 volunteer mentors.
* Support the matched pair’s mentoring relationship to ensure vital outcomes are met at the end of the Day1 program.
* Identify forums in which to build contacts and present DAY1’s profile and status.
* Take the lead on Day1 SQA Centre Coordinator and Internal Verifier roles. These additional responsibilities include the undertaking of design and delivery of coursework structure, awards, training for SQA Assessors and responsibility for hosting External verifier visits. This role must be completed in line with SQA quality assurance processes.
* Work effectively with the team at Inverness kart Raceway in a mutually supportive fashion.

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| **Key Competencies (****Knowledge & Experience, Skills & Behaviours)** |

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| **1. Knowledge & Experience** |

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| Level of Formal Education: | Degree or above (essential) |
| Area of Study: | Youth work or education-based degree would be useful but is not essential. |
| Years of Experience: | Ten years of post-degree experience expected. |
| Type of Experience: | Knowledge and experience of youth work (may be on a voluntary basis). Experience of connecting at senior level within your previous employment experiences. A demonstration of entrepreneurial skills preferred. Leadership and management experiences (essential) |
| Technical Competencies: | Third sector operational knowledge preferred but not essential. Wider understanding of youth support challenges. Ability to set and manage budgets. |

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| **2. Skills/Abilities, Personal attributes, Behaviours** |

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| Skills and Abilities: | * Ability to connect with vulnerable young people in a supportive manner. * Interest and knowledge of the challenges young people are facing. * Able to think outside the box when considering strategic opportunities and threats. * Demonstrable leadership qualities. * Knowledge of youth work supporting mechanisms (not essential). * Great communicator, verbal and written, with all stakeholders. * To communicate complex issues to a wider audience. * To take decisions, articulate the ‘why’ and take people with you. * To build trust and operate with integrity. * To trouble-shoot potential issues. * To have a logical mindset and excellent admin skills…………. comfortable with gathering, interpreting and presenting data/reports. * To operate as part of a team * To be able to prioritise information/tasks and work efficiently often under self-supervision. |
| Personal Attributes: | * Resilient * Enjoys building relationships. * Diligent, tenacious with a keen eye for detail. * Committed and reliable. * ‘Action lead’………..naturally sets outcomes and works to achieve measurable results. * Positive mental attitude, ‘glass half full’ type person. Sees the opportunity not the problem. * Flexible - ability to juggle a variety of tasks and adapt quickly to change. * Self-motivated but able to work well as part of a team. * Inclusive and aware of others’ levels of knowledge and preferred ways of working * Empathetic |
| Behaviours | * Enthusiastic, resilient and task orientated with an ability/confidence to hold your own in conversations at senior level. * A quick learner. * Willing to embrace responsibility and to seek personal development opportunities. * A strong desire to understand young peoples’ and volunteers’ needs and communicate those to stakeholders. * A strong desire for identifying and promoting best practice within the organisation. * An ability to work through challenging situations and to take people with you. * A keenness to make things happen. * Personable, good listener and keen to communicate with a wide range of people either via the phone, by email and especially face to face as required. |

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| **Other Duties or Responsibilities** |

Any other reasonable duty as may be assigned that is consistent with the nature of the job and its level of responsibility.

The holder of this role is responsible for working in compliance with all DAY1 policies and procedures to enable the identification and recording of issues relating to the management of risk.

Equality and Diversity - Co-operate with all policies and procedures designed to ensure equality of employment. Clients and Co-partners must be treated equally irrespective of gender, ethnic origin, age, disability, sexual orientation, religion etc.

**End**