

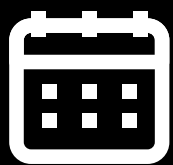
Where Everyone Sticks Together

WE
ST

An **OnSide** Youth Zone

- ▶ **Job Role:** Head of Youth Work & Delivery Partnerships
- ▶ **Location:** WEST Youth Zone, 2 EdCity Walk, London W12 7TF
- ▶ **Salary:** £52-58k (dependent on experience)
- ▶ **Contract:** Permanent, Full-time 37.5 hours per week. 5 out of 7 days
- ▶ **Reporting to:** Chief Executive Officer





OPENED APRIL
2024

£5

£5 ANNUAL
MEMBERSHIP



50P ENTRY

£1

BITE CITY HOT
MEAL

2000+

OVER 2000
MEMBERS

ABOUT WEST

WEST Youth Zone, named **Where Everyone Sticks Together** by local young people, opened in April 2024 - a purpose-built space fizzing with energy and crammed with incredible facilities. Staffed by talented, skilled and dedicated youth workers who truly believe in young people, helping them see what they could achieve, and giving them the skills, confidence and ambition to go for it.

At WEST, we believe **all young people in West London** should have the opportunity to discover their passion and their purpose and be able to explore where it can take them. We are open 7 days a week, while schools are closed - that's evenings and weekends, plus all through the school holidays. We offer a **safe and active space for young people** to flourish in their leisure time, where their interests can be nurtured, and they can grow as individuals.

Hammermith & Fulham is a borough of wide disparities, with an acute need for youth services. This vast difference between those living in different neighbourhoods can lead to radically different life outcomes. Our Youth Zone is a vital provision that will make a huge impact on the lives of young people, and on the whole area, **levelling the playing field for our young people**.

We give 8 to 19-year-olds (and up to 25 for young people with additional needs) affordable access to a broad range of sport, arts and mental health support, and employability services, designed to **empower them to lead healthier, positive and more active lives** – raising their aspirations for themselves and their community. This is a charity that the whole community can be proud of, and **you can be part of that journey**.



THE ROLE

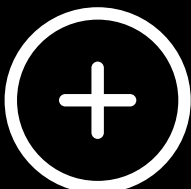
- This is an exciting role with a significant level of autonomy for an ambitious and experienced youth work professional. The Head of Youth Work & Delivery Partnerships will lead and manage a large team of Youth Workers while taking operational responsibility for WEST's seven-day-a-week universal youth work offer. As the leading provider of universal access youth work in Hammersmith and Fulham, and part of the OnSide network, WEST has a strong reputation and growing impact. The postholder will hold overall responsibility for delivering a vibrant, open-access Youth Zone for the young people of West London, welcoming up to 200 young people per session.
- You will lead the development and delivery of the core youth work provision, including junior, senior and holiday clubs, ensuring high standards of practice and a culture of continuous improvement. You will also ensure the Youth Zone remains a fun, supportive, safe and inclusive environment that attracts and retains young people, helping to raise aspirations and support positive outcomes.
- You will be a member of WEST's Senior Leadership Team, and will work in tandem with the Chief Executive, the Senior Leadership Team and the Board of Trustees to help WEST achieve its goal of delivering life-changing youth work to young people in West London. As a member of SLT, you will embody the highest standards of professionalism and act as a role model for the culture we wish to create at WEST, and make a focused, measurable contribution to WEST's overall strategic plan.



AMBITIOUS &
MOTIVATED



VALUES-DRIVEN



POSITIVE ROLE
MODEL TO
YOUNG PEOPLE



KEY RESPONSIBILITIES

STAFFING

- To lead and inspire a workforce of up to 60 youth workers, including 10 full-time staff, ensuring high-quality delivery, effective supervision and a positive team culture across all youth work provision
- To manage, coach and develop staff and volunteers to achieve their full potential
- To lead and motivate the Delivery team to provide an exceptional offer and experience for young people

THE OFFER (PROGRAMME):

- Through the Youth Zone Delivery team, to deliver a seven-day-a-week inclusive universal offer for young people within a culture of continuous improvement
- To support coordinators and club leads to plan, structure and deliver safe, engaging and effective sessions for young people
- To ensure programmes remain current, responsive and aligned to the needs and interests of WEST members
- To ensure overall participation, attendance and funded programme outcome targets are consistently achieved

PARTNERSHIPS & STAKEHOLDERS:

- To build, lead and maintain strong relationships with external organisations, partners and stakeholders to champion the Youth Zone offer & strengthen community engagement.
- To co-design and manage new and existing delivery partnerships to create new opportunities for young people's development and participation and ensure both variety and quality in the activities available to them
- To work collaboratively with the Communications team to ensure the Youth Zone offer is effectively promoted to young people
- To build on WEST's excellent reputation locally and work with other services such as schools, community groups, health and children's services, to ensure the maximum number of young people access WEST, especially those who could benefit most from the service

YOUNG PEOPLE:

- To ensure that young people and their ideas actively shape the planning and delivery of activities across the Youth Zone
- To establish and maintain high standards of behaviour across the Youth Zone, effectively managing conflict and supporting staff to respond appropriately to challenging behaviour and safeguarding concerns
- To ensure young people's voices are heard and represented within the Senior Leadership Team

LEADERSHIP:

- To demonstrate a positive, solutions-focused and proactive approach at all times
- To build and maintain senior-level relationships with key partners, stakeholders and supporters in order to secure significant support for the Youth Zone
- To provide strategic oversight and operational leadership for open days, targeted youth projects, outreach initiatives and community engagement activities, ensuring programmes are inclusive, impactful and aligned with the Youth Zone's priorities and the needs of young people

KEY RESPONSIBILITIES CONTINUED...

POLICY, COMPLIANCE AND QUALITY ASSURANCE:

- To be a member of the senior safeguarding team and line manage the organisation's Designated Safeguarding Lead (DSL)
- To comply with all policies and procedures, with particular regard to safeguarding, codes of conduct, health and safety, equality, diversity and inclusion, ensuring activities are safe and accessible for all young people, including those delivered alongside partners
- To work collaboratively with the Fundraising team to ensure accurate and impactful data capture, demonstrating the reach, outcomes and impact of Youth Zone activities and supporting funding opportunities and reporting requirements
- To work within the performance frameworks of both the Youth Zone and OnSide
- To collaborate with peers across the OnSide network to share best practice, and make the most of professional development opportunities available to both yourself and your team
- To ensure facilities are maintained to a high standard through effective communication with the support team, ensuring the building remains safe and fit for purpose
- To manage budgets effectively as required
- To promote a culture of feedback, reflection and continuous improvement, developing systems and procedures to measure performance and demonstrate the impact of the Youth Zone's delivery

SELECTION CRITERIA

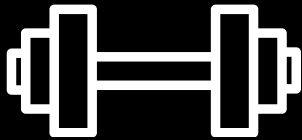
ESSENTIAL

- Substantial experience in youth work
- Significant experience leading and managing activities, staff and volunteers
- Significant experience in safeguarding, for example as a DSO, DSL or deputy
- A track record of successful project and budget management
- Experience of delivering results through effective team leadership and collaboration
- Experience of working with a range of IT systems such as databases, dashboards or CRM
- Ability to prioritise workload and manage multiple deadlines while remaining calm under pressure
- Educated to degree level in a relevant subject, or equivalent experience
- Excellent verbal and written communication, interpersonal, negotiation and relationship-building skills
- Ability to relate to and engage young people from all backgrounds
- Strong people management and coaching skills, with the ability to both lead and work effectively as part of a team as well as experience of planning and delivering best practice training sessions
- Strong organisational skills, with a structured yet flexible and responsive approach focused on achieving results
- A non-judgemental, open-minded and empathetic approach, with sensitivity to individuals and the wider community
- Flexibility to meet the needs of young people

DESIRABLE

- A track record of working with external funders
- A professional Youth Work qualification

BENEFITS



FREE GYM ACCESS



DIVERSE TEAM



WORKPLACE PENSION



33 DAYS LEAVE
(INCLUSIVE OF
BANK HOLS)



TRAINING AND
DEVELOPMENT
OPPORTUNITIES

PERSONAL QUALITIES

- Ambitious, results-driven, strategic, creative and a team player
- Awareness and empathy of issues affecting young people and disadvantaged communities
- Commitment to the Youth Zone's mission and values
- Able to negotiate and balance competing priorities with consideration to ethical implication.
- Willingness to work flexibly including evening and weekends when required, and to travel to events in the region and beyond

APPLICATION PROCESS

- To apply, send your **CV and a short supporting statement** to recruitment@westyouthzone.org with the subject line: **Head of Youth Work.**
- **Closing date: 19th October 2026.** We'll review applications and interview candidates as we receive them. **We may close the vacancy early if we find the right candidate, so we encourage you to apply as soon as possible.**
- WEST Youth Zone are committed to safeguarding and promoting the welfare of children, young people, and vulnerable groups. This post is subject to an Enhanced DBS check.



OUR VALUES



An **OnSide** Youth Zone



YOUNG PEOPLE FIRST

Young people are at the heart of everything we do, inspiring and challenging us to deliver services that exceed their needs and challenge them to be the best they can be.

EXCELLENCE

We encourage ourselves and each other to be the best we can be through continuous learning and improvement, and a focus on finding solutions.



RESPECT

We act with honesty and integrity, celebrating diversity across the whole organisation and caring about each other, our young people and the Youth Zone environment.



AMBITION

We are passionate and driven in taking on new challenges, embracing new ideas and exceeding our ambitions for young people, the Youth Zones and our local communities.

COLLABORATION

We create and nurture strong, creative partnerships, working together to achieve better results and outcomes for young people.

