

# Director of Youth and Community Services

Thank you for your interest in working with Gendered Intelligence.

We are looking for an experienced professional to provide strategic leadership to the Youth and Community Services Department. This role will be responsible for oversight of a range of activities as well as development of new projects and services to meet the needs of our service users.

This pack contains information to help you decide if you would like this job; and tells you what to do, if you decide you want to apply. If you have any questions or want more information about the role please contact Jay Stewart [jay.stewart@genderedintelligence.co.uk](mailto:jay.stewart@genderedintelligence.co.uk)

What is in this pack:

1. Diversity Information
2. Recruitment Process and timeline
3. Background information about Gendered Intelligence
4. Job description
5. Person specification
6. Additional information

Separate documents:

1. Application form (2 part)
2. Diversity monitoring form (optional)

## 1. Diversity Information

Gendered Intelligence welcomes applications from people of diverse backgrounds, abilities and gender identities. Our policy is to encourage trans people, in particular trans-feminine spectrum people and people of colour to apply. We aim to create a positive working environment for all staff, and are working towards a diverse workforce. We recognise that people from different communities may gain skills in different ways, and while the criteria below refers to formal qualifications, we will view equivalent, relevant experience in a positive light. As part of our commitment to increasing diversity, we have included an Equal Opportunities monitoring form with this pack, which is not mandatory, but we hope you will complete.

In light of the nature of this position, GI considers the candidate’s gender identity to be a Genuine Occupational Requirement in accordance with Para 1, Schedule 9, of the Equality Act 2010. Therefore we are only requesting applications from people who are (or identify as) trans, non-binary or gender-questioning.

NOTE: In this document, we use the term ‘trans’ as a very broad single-word umbrella term to include binary-identified people, non-binary people, gender fluid people, agender people, those with dual-role and similar gender experiences, and anyone else with an experience of gender like or similar to the above.

## 2. Recruitment Process

Please read the job description and person specification carefully.

Please complete the application form that comes with this pack. We have provided guidance that you may find useful to read before you fill in the form. If you have any questions, please email

As part of our commitment to diversifying our organisation and supporting a wide range of individuals, we are offering a limited number of 10 minute slots to support applicants with their applications. These 1:1 sessions will take place on the morning of Friday 9th April and will give the chance for potential applicants to ask any questions they have about the process, or about how to complete or what to include on the application form. They will be hosted online by the Director of Public Engagement and Central Support Services, who holds responsibility for HR at GI. We hope these sessions will encourage individuals from marginalised and/or under-represented sections of our communities to apply for this position. While open to all, we would specifically encourage individuals who are transfeminine or people of colour to apply for a slot. These sessions will be confidential, and the Panel will not be told which applicants have participated. Please email [recruitment@genderedintelligence.co.uk](mailto:recruitment@genderedintelligence.co.uk) by Tuesday 6th April if you would like to take advantage of this offer.

Deadline for submission of applications: **Thursday 22nd April at 12 noon**

Shortlisted applicants will be informed by: Friday 30th April

Interviews are expected to take place on: Thursday 6th May,online. if you are not available on this day please let us know this when you apply.

Prior to the interview, we hope (schedules permitting) to offer all shortlisted candidates the opportunity to meet online with members of the Youth and Community Services Team. These small informal meetings will not be a scored part of the interview process, but would give applicants the chance to find out more about GI's work.

The interview itself will involve a practical exercise: full details will be sent to shortlisted candidates.

All job offers are made subject to references.

## 3. Background Information

Gendered Intelligence (GI), established in 2008, is a registered charity that works to increase understandings of gender diversity and improve the lives of trans people.

We imagine a world where people are no longer constrained by narrow perceptions and expectations of gender, and where diverse gender expressions are visible and valued.

We are a trans-led and trans-involving grass roots organisation with a wealth of lived experience, community connections of many kinds, and a depth and breadth of trans community knowledge that is second to none.

We believe everyone can be intelligent about gender!

Gendered Intelligence is structured into three departments:

* **Professional and Educational Services**  
  Work with professionals and organisations to develop trans inclusivity in workplaces and services
* **Youth and Communities Services**  
  Work with trans people, especially young trans people, to support well-being and enable trans people to thrive
* **Public Engagement and Central Support Services**  
  Work with the media, general public and major institutions like the government to raise awareness;   
  All internal support functions such as finance, HR and IT

To find out more, visit [www.genderedintelligence.co.uk](http://www.genderedintelligence.co.uk)

## 4: Job description

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| Post | Director of Youth and Communities Services |
| Status | 1.0FTE |
| Contract type | Permanent, start date from 1st July 2021 |
| Salary | Band 9 (Spinal Points 39 – 44) equivalent to £42,821 – £47,849 + London Weighting pro rata.  NB For this Senior Leadership Band, London Weighting is on a sliding scale, starting at £2,575 and reducing by £425 with each SP increase. |
| Location | Office/ remote/ Venues where GI provides Youth and Communities events, projects and services |
| Line Manager | CEO |
| Line Management | Co-Heads of Trans Youth Work;  Adult Wellbeing Senior Practitioner;  Mentoring Senior Practitioner;  Community Development and Partnerships Lead;  Parents and Carers’ facilitator |
| Tangential working relationships | GI Board of Trustees; Senior Leadership Team – Director of Public Engagement and Central Support Services (PECCS), Director of Professional and Educational Services (PES); Head of Public Engagement; Communications team; clients from Youth and Community Services; volunteers; other GI team members; Freelancers working at GI |

### The role of Director of Youth and Community Services

The Director is responsible for fulfilling the strategic plan as it pertains to our Youth and Communities Services at Gendered Intelligence – namely youth work, adult well-being provision, mentoring, communities events and projects. In the past these services sat within different areas of GI; a restructuring in 2019 pulled them together into one Department. This role was designed to create a vision for the new, larger team: providing leadership and enabling connectivity and synergy between individual colleagues, projects and services. Due to the Covid-19 pandemic, we appointed an Acting Director in June 2020 but are now seeking a permanent postholder.

The role sits on the Senior Leadership Team alongside two other Directors in the organisation. You will work closely with the CEO, the Board of Directors and the SLT to think strategically about the organisation’s growth and organisational development. You will be a strategic thinker and planner, with excellent organisational skills, an eye for detail, and the ability to understand what it takes to turn vision into action. You will be required to have an extensive working knowledge across the whole of the organisation, and to build on synergies between different areas of our work.

You will have oversight of all aspects of the Youth and Communities Services Department. You will support and manage colleagues leading individual services and activities, but the nature and size of GI means you will also be required to be operational across the organisation at times. Your specific responsibilities will include:

* outreach, development and delivery of services, projects and events
* managing processes and systems
* safeguarding processes including policy updates, staff training, oversight of Record of Concerns systems and sometimes complex case work working with statutory services
* managing relationships with grant funders and public sector contracts holders
* implementing quality assurance
* monitoring and evaluation of services and client experiences
* financial planning
* creating annual operational workplans and setting targets within appraisal systems

You will work with the fundraising team to ensure sustainable services. You will play an active role and be responsible for:

* developing, writing and costing fundraising proposals (with our fundraiser)
* attending funding interviews
* communicating aims and outcomes to the delivery teams
* reporting back to grant funders

You will line manage the following roles:

* the two Co-Heads of Trans Youth Work, who have day-to-day oversight of our youth work provision. This includes youth groups, residentials, and other trips and events.
* the Parents and Carers’ facilitator.
* the Senior Wellbeing practitioner, who oversees a small team of wellbeing practitioners who currently deliver our telephone helpline
* the Senior Mentor practitioner, who oversees a small team of mentors who deliver our one-to-one service in educational settings.
* the Communities Development and Partnership Lead who oversees events and projects as well as our volunteer scheme (GIVS) and activist network (GIANTS) at Gendered Intelligence for a wide range of beneficiaries. This role also develops partnership work for the organisation.

In order to provide safe and supportive environments for our young people, GI’s youth work spaces are trans-only. As the postholder will be required to participate within these spaces - observing and supporting our youth workers, and occasionally delivering sessions, as well as in the development of new services – they will need to be trans or non-binary.

### Main Duties and Responsibilities

The range of responsibilities and duties of this role will include the following, although priorities may change in line with the development of the role and other duties may be allocated from time to time.

* Maintain high quality and effective services for all young people, parents and carers, clients and participants accessing youth and community services.
* Manage risk assessment protocol and adapt services as needed.
* Manage and process data in order to inform activities and measure our impact. This includes developing then reporting against the Operational Work plan; interrogating financial reports; sharing at SLT meetings, for the Trustees and our funders; and gathering quantitative data such as narratives/ testimonies.
* Work closely with the Director of PECCS to manage grant income processes, holding responsibility for providing timely and accurate information for funding proposals and reports.
* Oversee the development and delivery of a range of events, projects and services in accordance with the Organisational Strategy, based on community development and partnership work.
* Contribute positively to the Senior Leadership Team at Gendered Intelligence.
* Chair and attend team meetings, to discuss the work, to feedback on improvements and successes and to address any issues arising.
* Supervise and oversee the Continuing Professional Development of your team.
* Take an active role in other working groups including the Diversity Working Group, the Public Policy Working Group and the Research and Resources Working Group as required.
* Implement a Quality Assurance Framework of Youth and Community Services.
* Represent Gendered Intelligence at various events, conferences or forums and other networking opportunities and to share and receive knowledge of good practice.

### General Requirements

* Exercise in-depth understanding of the experiences of trans and gender diverse people.
* Work under the direction of the CEO to carry out the strategic plan of the charity
* Have an understanding of governance of charities including the Board / executive relationship and boundaries
* Work effectively under pressure and without supervision on a wide range of activities to exacting turnaround times
* Liaise with clients, co-workers and other stakeholders in a swift and professional manner through various communications methods including e mail, telephone and in person.
* Take a non-judgmental approach to clients and their needs.
* Support colleagues across the whole of the organisation.
* Reflect the values of the organisation such as being open to an ethos of collaboration and working together, to recognise the positive aspects of trans lives and to stand up for trans people, especially young trans people.
* Take responsibility for the health and safety of yourself and others at all times
* Participate in health and safety processes (for example risk assessment) when necessary
* Be professional, positive and passionate and to behave in accordance with Gendered Intelligence’s codes of conduct, Equal Opportunities Policy and to ensure Equal Opportunities principles are incorporated into the planning, delivery and monitoring of services.
* Work within Gendered Intelligence’s policies, ensuring these are carried out in relation to the job, e.g. Confidentiality, Quality.
* Undertake other duties and responsibilities as appropriate, as determined by the CEO, on an occasional basis.

## 5: Person Specification

We recognise societal structures adversely affect people with marginalised identities / experiences and we are committed to building and supporting a diverse team.

If you feel you have the qualities to fulfil these specifications, but do not have formal qualifications, or feel less confident about your experience, we are keen for you to apply.

You are welcome to evidence any of the person specification qualities outlined below through a variety of ways outside of paid work. This could, for example, be through organised volunteering roles; caring roles; informal community activity or any other route.

We recommend you address each point in the person specification in turn, setting your evidence / response out in such a way that we can clearly see which evidence relates to which point.

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| **Essential** |
| **Abilities** |
| 1. Self-motivated and proactive. |
| 1. Well organised, with ability to prioritise a varied workload and to multi-task, work quickly and accurately, and remain calm and efficient under reasonable pressure. |
| 1. Able to respond calmly and professionally to challenging clients. |
| **Skills** |
| 1. Excellent interpersonal, verbal communication, people and facilitation skills. |
| 1. Tact, sensitivity and a diplomatic manner with a range of different stakeholders. |
| 1. Effective decision-making skills with ability to implement strategic decisions. |
| 1. Excellent written skills with attention to detail. |
| 1. Excellent ICT skills with competency in Office programmes; cloud software and on-line calendar systems. |
| **Experience** |
| 1. Extensive and recent experience of youth and community work, ideally in the third sector. |
| 1. Proven ability to understand operational and delivery issues, identifying obstacles and finding creative solutions. |
| 1. Financial management including contributing to budget setting and analysing costings. |
| 1. Experience of working within a trans and/or LGBTQ setting. |
| **Knowledge** |
| 1. Level 3 Award in Youth and Community work or equivalent. |
| 1. Thorough knowledge of safeguarding practices. |
| 1. An in-depth understanding of trans identities, communities and gender diversity, including up-to-date understanding of the language and terminology that is used by trans and other gender diverse people. |
| 1. Up-to-date knowledge of legislative context and recognised good practice carried out in Youth and Community Services. |
| 1. Excellent understanding of legislation that affects trans people, in particular the Equality Act 2010 and the Gender Recognition Act 2004. |
| **Desirable** |
| 1. Experience of working in a Senior Leadership Team |
| 1. To have an understanding of Charity governance including the relationship and respective responsibilities of the board and staff. |
| 1. Experience as a Designated Safeguarding Lead. |

## 6: Additional information

**Annual leave.** You will be entitled to 28 days per annum plus Bank Holidays (pro rata for part-time workers). Our leave year runs from 1st October to 30th September.

**Location.** The GI office is near Kings Cross, and is open from 9am – 6pm. You can be office or home-based (within reasonable working distance of London), with travel to venues as and when required. Your line manager will review what equipment you will require to enable you to deliver your work effectively.

**Hours of work.** GI’s working week is 35 hours. There is flexibility in how this is delivered, as youth work activities may be at weekends or in evenings, and some weeks are busier than others. We expect your hours to average out over the month: approximately 152 hours per month.

**Monthly timesheets and TOIL**. All staff are required to complete monthly timesheets which must be submitted promptly. GI has a policy for reasonable Time Off In Lieu (TOIL) where this is accrued due to periods of greater activity and agreed with your line manager in advance.

**Training and Development.** GI aspires to be a learning organisation that supports its staff to improve their skills and knowledge. This may be through informal means such as mentoring or work shadowing, or more formal training courses. You will be invited to reflect on your own training needs in discussion with your line manager, initially as part of the probation process and then ongoing through the regular supervision and annual appraisal process.

**Salary scale.** GI uses a salary scale and bands which are based on the NJC scale used by a range of employers across the UK. Annual inflationary increases will be based on NJC negotiated increases with effect from April each year.

**Pension.** GI is part of the NEST pension scheme, by which employees contribute 5% of their salary and employers 3%. You will be automatically enrolled in this scheme once you start work, but may opt out if you choose.