



CITY YEAR UK
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City Year UK: School Service Leader – JD

Purpose

The purpose of the School Service Leader role is to provide additional capacity within City Year's school-based teams supporting pupils to improve in their social, emotional and academic achievement.

Relationships

- School Service Leaders work closely with the team of 5-7 full-time volunteer mentors based in a school.
- They report to an Impact Officer, who is typically based alongside them in their school two days a week.
- They liaise as required with a school point of contact (typically an Assistant or Deputy Head).

Primary responsibilities

Depending on the needs of your school and team, you will undertake one or more of the following:

1. Assisting with supervision of the volunteer mentors

Placed alongside c.5-7 of our volunteer mentors and manage & support these volunteers. The activities will include:

- Serve as an effective role model to volunteers & provide supervision and support with daily activities;
- Help acclimate volunteers into the school and support relationship-building with pupils & teachers;
- Monitor achievements of the team by recording their weekly activities in our management information system; and
- Support the Impact Officer (line manager) with the ongoing development of volunteers by supporting sessions and participating in the observation & coaching process.
- Model and uphold City Year's high standards for all team members;
- Be the supporting liaison for day-to-day matters between with the school point of contact;
- Use **coaching techniques**, and demonstrate best practice to support volunteer mentors and make your Impact Officer aware of ongoing issues;



- Support the delivery of Friday leadership and **careers development** sessions facilitating some of those sessions where appropriate;
- Encourage your team to take up opportunities for personal development.
- Assist as required with volunteer mentors Personal Development Plans (PDPs)

2. Delivering interventions to pupils

The School Service Leaders will focus half of their time on helping pupils get or remain on track, by providing a range of **interventions**; including

1. academic support,
2. delivering behaviour & attendance coaching,
3. encouraging pupil engagement and social development to promote a positive school climate.

They will provide high-quality mentoring **interventions** to advance student success in

1. attendance,
2. behaviour,
3. curriculum and
4. SEL performance

Activities include:

- Build meaningful and trusting relationships with a targeted list of up to focus list pupils.
- Collaborating with teacher(s) to provide whole-class support;
- Provide at least one meaningful intervention for each focus list pupil each week;
- Help encourage attendance and punctuality and model good behaviour;
- Supporting and/or facilitating after-school enrichment or academic programming with teammates;

3. Maintaining a strong partnership with the school

Help your Impact Officer to maintain a successful school partnership and ensure prompt and accurate data collection, analysis and reporting

- Help ensure City Year delivers the daily tasks described in the school partnership agreement or assigned by the Impact Officer;
- Maintain a good relationship with staff in the school who can provide prompt and accurate answers to any requests the team or City Year make;
- Assist the Impact Officer in recording the team's work daily and ensure that Salesforce (and other relevant tools) are kept updated with full and accurate information;
- Use the dashboards of key performance indicators to help your team plan their work; and
- Assist as required with writing termly impact reports.



Person specification

Knowledge:

1. Strong commitment to City Year's mission and values
2. Knowledge of the City Year model and culture

People Skills:

3. Connects with others in consistent, positive and meaningful ways
4. Influences others by meeting them where they're at
5. Holds space that nurtures inclusion and belonging
6. Uses an asset-based approach to supporting people
7. Shares "the why" and facilitates meaning-making

Understand of Context:

8. Collaborates towards a common purpose with a deep sense of ownership
9. Practices strategic thinking and sound-judgement
10. Effectively prioritises and organises to execute results

Understanding of Self:

11. Seeks out opportunities for self-improvement grounded in self-awareness
12. Models authenticity and powerful vulnerability

Start Date: 10th August 2022.

Remuneration: £18,018 (living wage)

Hours: 35 hours per week

Contract: Fixed-term until 21 July 2023