



**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