



A MENTAL HEALTH SOCIAL MOVEMENT

OFF THE RECORD (BRISTOL)

8-10 WEST STREET, OLD MARKET, BRISTOL, BS2 0BH · 0808 808 9120
REGISTERED CHARITY #1085351 · OTRBRISTOL.ORG.UK

Job Pack

Head of Youth Services

Thank you for your interest in this role, please find below some information to help you decide if you would like to apply. In the interests of equality CVs will not be accepted, so please apply via the website. Applicants will be assessed on their ability to meet the criteria listed in the Person Specification.

The closing date for this role is **Sunday 4th May 2025 at 11:59pm** and interviews will be held on week commencing **12th May 2025**. Candidates shortlisted for interview will be informed by email - we are not able to offer individual feedback to unsuccessful candidates.

If you have any questions about the role, contact people@otrbristol.org.uk

Role Summary

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| Job Title | Head of Youth Services |
| Salary | OTR Band D Starting salary £40,548 - £53,369 (depending on experience) |
| Hours | 30 hours per week (0.8 FTE) with some evening and weekend working |
| Contract | Permanent |
| Leave | Flexible – our basic entitlement is 32 days (pro rata), however OTR operates a flexible annual leave policy which entitles you to request as much leave as you would like and need |
| Pension | With The People's Pension – up to 3% employer contribution on qualifying earnings |
| Location | Based at OTR, 8-10 West Street, St Phillips, Bristol, BS2 0BH, but with regular travel across OTR's geographical footprint - Bristol, North Somerset, and South Glos. (BNSSG) |
| Accountable to | CEO |
| Job Purpose | <ul style="list-style-type: none"> • To provide leadership across OTR's youth services and projects, ensuring the integrity of performance against the OTR delivery philosophy, strategic priorities, and key contract criteria • To manage OTR's contractual relationships and performance with statutory sector, trust and foundation and other relevant grant funders • To work with the CEO and wider senior leadership team to influence the sector systems for CYP emotional, Mental Health and wellbeing support in line with OTR's strategic aims • To liaise and build strategic alliances with other VCSE and public sector providers across health, social care, education, and allied youth services • To develop the managerial and leadership qualities of Team Managers • To review operational performance and practice, reporting and recording learning and feed this into organisational practice and procedures • To monitor progress of OTR's strategic priorities regarding OTR's EDI agenda • To provide operational reporting and information, against agreed KPIs to the CEO, external stakeholders and Board of Trustees as appropriate |
| Key Relationships | <ul style="list-style-type: none"> • CEO • Senior Leadership Team (SLT) • OTR Service Managers • OTR supervisors, staff and volunteers • VCSE and public service stakeholders and partners • Funders and supporters |

Role Description

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| Leadership & Management | <ul style="list-style-type: none"> • To provide leadership and oversight of all OTR youth services delivery for young people across Bristol, South Gloucestershire and North Somerset. • To provide direct line management to OTR's Team Managers. • To ensure that OTR's diverse range of services remain youth-led, high-impact, and adaptable to different geographical, social, and cultural contexts. • To manage OTR core contract relationships and performance with Statutory, Trust and Foundation and other relevant grant funders. • To be responsible for and ensure all OTR governance (policies, procedures and protocols) are adhered to in the planning and delivery of OTR services. • To lead on ensuring that all mental health and wellbeing services reporting to you are proactively tackling inequalities and that individuals using our services reflect the diversity of our local communities. • To be responsible and ensure that robust data monitoring, impact and evaluation measures are in place, ensuring contractual requirements are met and the impact of our work is clear and communicated. |
| Supervision & Safeguarding | <ul style="list-style-type: none"> • To provide high quality supervision and support for staff and volunteers in both group and 1:1 contexts where appropriate to this role. • To be a senior safeguarding lead for OTR, supporting the DSL, ensuring at-risk children and young people are flagged and supported as consistent with local protocols and internal policies and procedures. • To ensure robust service delivery policies are in place, clear and adhered to across existing and new provisions. • To ensure the operations teamwork within safe practice and provide safeguarding cover on the rota as required including some evenings and weekends. • To attend monthly supervision with the CEO as agreed. • To attend weekly check-ins with the Senior Leadership Team and additional SLT meetings organised and chaired by the CEO. |
| Strategic | <ul style="list-style-type: none"> • Responsible for proactively integrating OTR's operational offer within the wider system of children, young people and adult services across Bristol, South Gloucestershire and North Somerset. • To build constructive alliances with other VCSE, public, and private sector providers locally and nationally that advance OTR's mission and impact. • To represent OTR at conferences and high-level strategic meetings and forums locally, regionally and nationally. • To work with the CEO and the Senior Leadership Team to support the development, implementation and integration of OTR's strategy. |
| General | <ul style="list-style-type: none"> • To support the ongoing development of OTR governance and business planning with the CEO. • To support the CEO and Senior Leadership Team in any commissioning cycles, and fundraising efforts as appropriate. • To deliver on strategic aims of OTR including accountability for delivery of EDI agenda |

- To engage in training and development appropriate to the role.
- To commit to the core values and beliefs of OTR, including young people's empowerment and participation.
- To work within the spirit and framework of all OTR policies, governance, and delivery philosophy and to keep up to date with relevant training and professional development, especially in relation to anti-oppressive/anti-racist practice, Equality, Participation, Confidentiality, Vulnerable Adults and Child Protection and Safeguarding.
- To ensure all paper and electronic personal records are always managed and stored safely in line with OTR policies.
- To respect and maintain the confidentiality of all staff, volunteers and young people at OTR internally and with external agencies.

Person Specification

| | Essential | Desirable |
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| Education & Qualifications | <ul style="list-style-type: none"> • Demonstrable and relevant education and learning in line with the requirements outlined within the role. • Evidence of ongoing professional development. | <ul style="list-style-type: none"> • A recognised degree or qualification in a health or social care profession (therapy, youth work, social work etc). |
| Experience | <ul style="list-style-type: none"> • Proven experience working within the health, education or social care sector. • Prior experience of working at senior management level in a similar setting. (L5 ILM or equivalent) • Experience performance-managing contracts and outcome driven delivery. • Experience supervising practitioners working within health or social care. • Experience of leading and managing people and developing teams. • Experience of managing safeguarding, confidentiality and risk. • Experience building relationships with stakeholders across sectors. • Experience of commissioning cycles and tender processes. • Experience of developing, implementing and delivering robust data monitoring and evaluation processes. • Experience of evolving and embedding robust policies and procedures to a high standard. | <ul style="list-style-type: none"> • Experience of working within the Youth Mental Health sector • Experience working in the voluntary sector. • Experience of working with statutory services. |
| Knowledge | <ul style="list-style-type: none"> • In depth knowledge of local, regional and national systems and care pathways across health and/or education. • Excellent knowledge of mental health and wellbeing and the surrounding policy context. • Up to date, working knowledge of safeguarding best practice. • An excellent understanding of anti-oppressive practice and | <ul style="list-style-type: none"> • Excellent knowledge of young people's mental health and wellbeing and the surrounding policy context. |

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| | <p>equalities issues.</p> <ul style="list-style-type: none"> • Knowledge of NHS and Local Authority commissioning/ procurement processes. | |
| Skills & Abilities | <ul style="list-style-type: none"> • Excellent leadership skills. • Excellent and demonstrable management skills with the ability to deliver contracted outcomes on time and budget. • Excellent communication skills and ability to build alliances with stakeholders across sectors to a senior level. • Excellent organisational skills and the ability to prioritise and manage a demanding workload. • Ability to engage critically with the work and the field of mental health. • Excellent IT skills. | |
| Personal Qualities | <ul style="list-style-type: none"> • Approachable, personable, empathic and responsive. • Collaborative and diplomatic. • Supportive and encouraging. • A demonstrable commitment to personal growth and development. • Resilient; able to model good self-care. • Values-led, with a personal commitment to equality, diversity, social justice and change. • A strong personal interest in and commitment to mental health and wellbeing. | <ul style="list-style-type: none"> • A strong personal interest in and commitment to the mental health and wellbeing of children and young people. |
| Other | <ul style="list-style-type: none"> • Access to own transport and ability to travel to multiple sites across Bristol, South Glos, and North Somerset, sometimes on the same day. • Willingness to work flexibly, including some evenings and weekends. | <ul style="list-style-type: none"> • A full, clean driving licence. |

About us

OTR is a mental health social movement by and for young people. The charity is at an exciting stage of its 60-year history and is proud to be reaching more young people than ever before (over 17,000) across Bristol, South Gloucestershire, and North Somerset with creative and diverse mental health and wellbeing information and support.

Our approach to mental health is grounded in a set of beliefs and assumptions that underpins all our work. We believe in celebrating diversity, empowering and mobilising young people to make change, and that catering to the unique strengths, interests and circumstances surrounding young people is key. Our approach centres on collaboration and partnership, building relationships between individuals, peers and communities.

Each day is as engaging and fulfilling as the last, and with a network of supportive, community minded people, we hope you'll feel welcome here. As a thank you, we like to compensate our employees for the important work they do with a range of benefits including a flexible leave policy, healthcare cost assistance with HealthShield, flexible and hybrid working arrangements, enhanced sick pay, parental leave, continual training and development, and many in-house events and initiatives.

At OTR, whatever your role or professional background, you will be expected to work in a way that is anti-oppressive and inclusive. A key focus for OTR is to develop an organisation that is inclusive for all but we do not claim to be experts in this. We are committed to continuous learning and improvement in these areas and invite you to join us on this journey.

OTR recognises the benefits to individual practice and organisational credibility of having a diverse community of staff and volunteers and to this end is continually working towards building and maintaining an environment which values and pursues diversity accordingly.

We recognise that tackling systemic inequality, prejudice, racism and oppressive practice requires each of us to actively engage, self-examine and make changes where necessary, to improve access and equitable experience for all in society and all of those who come through our doors at OTR.

What we value:

- **Championing Humanity:** valuing the inherent dignity of each and every person, supporting and celebrating expression of identity in all its forms
- **Being Curious:** taking an interest in how things work and could be improved, noticing and exploring perceptions and experiences whether collective or individual
- **Positive Disruption:** naming systems, structures, and attitudes that hinder supportive social change, seeking ways to overturn barriers to progress
- **Seed Sowing:** with an eye to the potential of the long term, seizing present moments and opportunities to set in motion shifts to benefit young people
- **Deeply Rooted:** carefully developing systems and processes that ensure our operations are secure, safe and dependable, supporting effective communication and making accountability clear

What we believe:

- Our offer should be inclusive of all cultures and identities
- Young people have unique strengths, interests and circumstances
- The world around us impacts our wellbeing
- Placing young people at the heart of our work
- Innovating and evolving to improve our offer for young people
- Relationships are what make the difference
- The power of partnerships