



A MENTAL HEALTH SOCIAL MOVEMENT

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

Job Pack

Team Manager (ZAZI) - Maternity Cover

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 an equal platform for all applications 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 current closing date for this role is **Sunday 1st November at 11.59pm**, however we reserve the right to close this vacancy early if we receive sufficient applications for the role. Therefore, if you are interested, please submit your application as early as possible.

Interviews will be held **6th & 10th November**.

Candidates shortlisted for interview will be informed by email - we are not able to offer individual feedback to unsuccessful candidates.

To have an informal discussion about the role, please contact **Aishah, Zazi Team Manager**, aishah@otrbristol.org.uk or **Grace, Head of Youth Services**, grace@otrbristol.org.uk

Safeguarding

OTR is committed to safeguarding and promoting the welfare of children and young people. We expect all staff, trustees, and volunteers to share this commitment.

As part of our Safer Recruitment practices, all roles involving contact with young people will be subject to robust pre-employment checks, including references, a full employment and education history, and an enhanced Disclosure and Barring Service (DBS) check. Where applicable, overseas criminal record checks will also be required.

We are dedicated to creating a culture of vigilance, transparency, and accountability. Our safeguarding procedures are guided by the principle that the welfare of the child is paramount, and all staff are required to adhere to OTR's Safeguarding and Child Protection Policy.

Role Summary

Job Title	Team Manager (ZAZI) - Maternity Cover
Salary	OTR Band C Starting salary £31,249 (negotiable depending on experience)
Hours	37.5 hours per week 1 fte (can be flexible)
Contract	12 Month Maternity Cover - anticipated start date November/December 2026
Leave	Basic entitlement is 32 days (pro rata). However, OTR operates a flexible leave policy and you are entitled to request as much leave as you would like and need
Pension	With The People's Pension - 3% employer contribution on qualifying earnings
Location	Based at OTR, 8-10 West Street, St Philips, Bristol, BS2 0BH and in locations across Bristol and South Glos
Accountable to	Head of Youth Services
Job Purpose	• To manage, coordinate, develop and lead OTR's offer to young black people and ethnically diverse young people in Bristol and South Gloucestershire. • To engage and collaborate with local, regional and national stakeholders on relevant issues and rights for young black people and ethnically diverse young people, providing leadership and influence on matters of social policy, professional practice and service design. • To provide training, consultation and resources to external agencies where appropriate. • To support the development of wider OTR services, supporting their accessibility and ability to deliver outstanding support to young black people and ethnically diverse young people • To support the team to deliver key strategic priorities within the OTR organisational dashboard
Key Relationships	• ZAZI staff and volunteers • CEO • SLT • Team Managers • Head of Youth Services • Grant holders • Local, regional and national stakeholders in the VCS, education, health and social care • OTR staff and volunteers • MHST Managers

Role Description

Management	• To provide day-to-day operational and line management to Community Development Workers (ZAZI) and allied volunteers as appropriate, managing individual and group performance and activity. • To provide monthly line management, supervision and support to staff by setting clear work objectives • To project manage and lead any new initiatives/service delivery/project areas emerging under this programme of work. • To provide in-house and external leadership on issues of youth participation, rights and mental health for young black people and ethnically diverse young people. • To work with the Head of Youth Services, CEO and Head of Fundraising on the development of funding opportunities of interest to OTR and ZAZI. • To lead on recruitment (staff and volunteers) to the service to ensure the needs of the community are met. • To build and develop community partnerships (schools/ colleges/ VCSE orgs) to promote the work and ethos of ZAZI. • To create partnership opportunities to expand and develop the Zazi offer by providing Pop Ups, hubs, group sessions, 1:1 support and training
Supervision & Safeguarding	• To provide high-quality supervision and line management for staff and volunteers in both group and one-to-one settings. • To act as the safeguarding lead for OTR young people accessing ZAZI, ensuring at-risk children and young people are flagged and supported, as consistent with local protocols and internal policies and procedures. • To contribute to OTR in-house training and provide external training and consultancy on the issues and rights of young black people and ethnically diverse young people • To attend regular supervision with the Head of Youth Services.
Monitoring	• To ensure all service activity, service data & Key Performance Indicators (KPIs) are monitored accurately on IAPTus and other data captures systems as required. • To ensure the service delivers and reports against contracted outputs and outcomes, highlighting any performance issues as appropriate. • To complete monthly and quarterly performance monitoring requirements. • To report on dashboard performance, auditing and reporting as requested.
General	• To engage in training and development appropriate to the role. • To commit to the core values of OTR, including young people's empowerment and participation. • To ensure all service activity is monitored accurately and thoroughly on IAPTus, consistent with the contracted Key Performance Indicators (KPIs). • To ensure the service delivers and reports against contracted outputs and outcomes, highlighting any performance issues as appropriate. • To represent OTR professionally and accurately to all external stakeholders. • 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 Equality, Participation, Confidentiality, Vulnerable Adults and Child Protection and Safeguarding. • To ensure all paper and electronic personal records are managed and stored safely at all times. • To respect and maintain the confidentiality of all staff, volunteers and young people at OTR internally and with external agencies.

Person Specification

	Essential	Desirable
Education & Qualifications	• Demonstrable and relevant education and learning in line with the requirements outlined within the role. • Evidence of ongoing professional development.	• A recognised degree in youth and or community work/development, social work, sociology, or related discipline. • A recognised qualification in clinical supervision.
Experience	• Demonstrable experience of working with black young people and ethnically diverse young people. • Experience supervising practitioners working with young people. • Experience of managing people and providing line management. • Experience of managing safeguarding, confidentiality and risk. • Experience of developing and delivering training. • Experience of multi-agency working and partnership working. • Experience of contract management and implementation. • Experience of organisational change and development.	• Experience working in the voluntary sector. • Experience of clinical audit. • Experience of digital case management software.
Knowledge	• Excellent knowledge of the issues and pressures facing young black people and ethnically diverse young people and their communities. • Excellent knowledge of safeguarding best practice. • Good working knowledge of local services for young people, safeguarding and health care pathways. • An excellent understanding of anti-oppressive practice and equalities issues.	
Skills & Abilities	• Excellent leadership skills with the ability to lead a diverse team with a range of skills and needs. • Excellent and demonstrable project management skills with the ability to deliver contracted outcomes on time and budget. • Experience of managing budgets • Experience of initiating projects • 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. • The ability to negotiate and apply ethics in practice. • Strong IT skills.	
Personal Qualities	• 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 the mental health and wellbeing of children and young people.	
Other	• Ability and willingness to travel as required. • Willingness to work flexibly, including some evenings and weekends.	• A full, clean driving licence.

About OTR

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