

# Job Description

<b>JOB TITLE:</b>	Young Futures Hub (YFH) Programme Manager
<b>GRADE:</b>	Grade L
<b>POST NUMBER:</b>	H030021973
<b>DIRECTORATE:</b>	Children's Services
<b>SERVICE:</b>	Young Tower Hamlets
<b>RESPONSIBLE TO:</b>	Head of Service, Young Tower Hamlets
<b>RESPONSIBLE FOR:</b>	List all roles this post will be responsible for 1x SYW 3 x YSW 1 x Operational support officer (OSO)
	<p><b>This post requires a DBS check</b></p> <ul style="list-style-type: none"> <li>• <b>Enhanced with Barred list check (Both Adult and Child Workforce)</b></li> </ul> <p><b>This post is not politically restricted</b></p>
<b>JOB SUMMARY:</b>	<p>To provide strategic and operational management of the Young Futures Hub (YFH) programme, which is a multi-agency model designed to improve outcomes for young people by coordinating preventative and targeted support.</p> <p>Management of multi-agency delivery partners across employment, health and crime prevention.</p> <p>YFH finance and budget planning and oversight</p> <p>Safeguarding, health &amp; safety, and operational compliance.</p> <p>Regular data and performance reporting to senior management, funder and stakeholders</p> <p>The Programme Manager will drive design and delivery of the YFH offer to young people 10-25 yrs old across the three YFH core themes and outcomes:</p> <ul style="list-style-type: none"> <li>• <b>Improve Well-being &amp; Mental Health:</b> Provide open-access mental health support and safe spaces for</li> </ul>

	<p>young people, particularly targeting those vulnerable to exploitation.</p> <ul style="list-style-type: none"> <li>• <b>Reduce Crime &amp; Violence:</b> Act as a preventive measure against young people being drawn into serious violence or crime through early intervention.</li> <li>• <b>Enhance Opportunities &amp; Skills:</b> Offer career guidance, training and education support to improve future prospects and reduce the number of young people not in education, employment or training (NEET).</li> </ul> <p>The postholder will ensure alignment with Council priorities, DCMS Young Futures requirements and the wider children &amp; young people's strategic agenda.</p> <p>The role is accountable for programme deliverables, outcomes, governance, benefits realisation and sustained improvements to young people's safety, wellbeing and life chances.</p>
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**ROLE REQUIREMENTS:**

	1. Lead and coordinate the delivery of the Young Futures Hub programme ensuring alignment with strategic objectives, timelines, scope, and budget.
	2. Develop project plans, partnership protocols KPIs, outcomes, milestones and risk management plan to ensure successful programme delivery and evaluation.
	3. To provide senior management and YFH board with regular reports/information on performance targets to ensure KPI's are met and contract reporting and monitoring arrangements are compiled and meeting all desired outcomes.
	4. To work with partner organisations across statutory and VCFS to identify young people that would benefit from services offered by the young futures hubs and find ways to engage with them.
	5. To manage, support and supervise a staff team ensuring the services they deliver are of good quality have identifiable outcomes and contribute to the performance indicators identified for the YFH
	6. Be responsible for ensuring the young futures hub is a welcoming, safe, friendly place, with appropriate allocation of resources to respond to service needs and access to ICT and relevant equipment is available
	7. To build, coordinate and maintain effective partnership networks across Statutory and VCFS to facilitate a multi-agency approach to meeting the needs of children and young people
	8. To promote and raise the profile of YFH, develop a robust communications plan, ensuring that all relevant stakeholders are aware of service provision, eligibility criteria and joint working protocols.
	9. Represent Young Tower Hamlets at DCMS, YFH boards and multi-agency forums. Provide evidence-based insight, challenge, and recommendations to support effective decision making-. Anticipate stakeholder needs, translate

<p>complex issues into accessible information, and guide through programme governance, delivery risks and change impacts</p>
<p>10. Facilitate joined up action planning with agreed partnership protocols, and data sharing agreements across partnership agencies to reduce risk, improve mental health access and support and progression into education, training and employment.</p>
<p>11. Ensure robust gathering of information from service users and partner agencies and work with YFH Evaluator to evaluate service delivery and provide evidence of performance against service objectives and inform future service delivery</p>
<p>12. Ensure the voices and lived experiences of young people and service users' views are actively reflected and considered in service design and delivery, particularly those affected by crime, mental health challenges or employment barriers.</p>
<p><b>CORPORATE RESPONSIBILITIES</b></p>
<p>13. Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach.</p>
<p>14. Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented.</p>
<p>15. Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups.</p>
<p>16. Support organisational change and learning, following and implementing appropriate systems of self-development, communication and engagement, quality measures, monitoring and review in delivering the functions of the role.</p>
<p>17. Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.</p>
<p>18. Adherence to the council's commitment to the health, safety and welfare at work policy</p> <ul style="list-style-type: none"> <li>• Health and safety responsibilities include:</li> <li>• being familiar with health and safety policies and procedures</li> <li>• setting a positive example</li> <li>• communicate health and safety policies and procedures to staff</li> <li>• carry out, review and share risk assessments</li> <li>• consider work-related violence, abusive or threatening behaviour in the planning and development of safe working systems and procedures</li> <li>• ensure adequate first aid provision</li> <li>• holding staff accountable</li> <li>• ensuring staff receive adequate information, instruction, training and supervision</li> <li>• cooperate with trade union/safety representatives and attend relevant meetings</li> <li>• ensure work-related accidents/incidents are reported and investigated in line with procedures.</li> </ul>
<p>19. Deputising in the absence of your line manager where applicable. Where required, provide additional capacity to ensure the YFH is always staffed by at least one suitably trained member of staff.</p>

<b>PEOPLE</b>
20. The role requires extensive engagement and coordination with young people, including those facing risk, exploitation, mental health challenges or employment barriers
21. Internal council teams across Children's Services, Community Safety, Education and Public Health
22. External partners including NHS, CAMHS, Police, schools, colleges, employers and voluntary sector organisations
23. Senior leaders and national departments (e.g., DCMS)
24. Provide line management to YFH team members, setting clear objectives, monitoring performance, and ensuring accountability across workstreams.
<b>FINANCE</b>
25. Responsible for delegated programme budget
26. Ensures financial compliance, forecasting, cost control and alignment of resources to programme priorities
27. Oversees procurement, commissioning and SLAs
<b>SERVICE</b>
28. Ensure effective quality assurance, continuous improvement and operational efficiency across the YF Hub
29. Embed consistent practice models, pathways, triage and multiagency working
30. To provide briefings, reports and performance metrics to management teams and boards at all levels internally and with external partners and stakeholders, and to the mayor, elected members and committees.
31. Oversee data collection, monitoring, evaluation, and performance frameworks. Use evidence and insights to drive improvements and address inequalities.
<b>PERFORMANCE</b>
32. Ensure effective quality assurance, continuous improvement and operational efficiency across the Hub
33. Achievement of KPIs, milestones and benefits realisation
34. High quality reporting to boards, senior leaders and DCMS
35. Ensure compliance with Council policies, procedures and statutory requirements. Apply Council governance standards, financial regulations, and audit requirements to all programme activity. Ensure documentation, reporting,

procurement, and partnership arrangements meet policy expectations and withstand internal or external scrutiny.

**OTHER CONDITIONS:**

To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's 'My Annual Review' scheme.

To engage and develop all staff in the team to ensure they have clear personal development plans.

Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation.

To comply with the council's equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.

To undertake additional duties that may arise from time to time commensurate with the grade of the post.

# Person Specification

Person Specification for the Post of		Essential (E) or Desirable (D) (if applicable)	Method of Assessment A= Application Form T= Test I= Interview
<b>Knowledge</b>	Strong understanding of project management frameworks, project lifecycle phases, risk management, budgeting, and scheduling to effectively plan, execute, and control hub initiatives.	E	A/I
	Knowledge of stakeholder management, governance structures, reporting standards, and decision-making processes, including how to align cross-functional teams, partners, and leadership around shared objectives.	E	A/I
	Good knowledge of relevant national and local legislation and guidance in relation to Youth Work, Young Futures Hubs, and National Youth Strategy	E	A/I
	Knowledge of national and local safeguarding policies and procedures and experience of responding promptly and appropriately to safeguarding concerns	E	A/I
	A sound knowledge of other local services available to support young people 10-25 (25 with SEND)	E	A/I

<b>Qualifications &amp; Experience</b>	Educated to degree level or equivalent	D	A/I
	A relevant and or recognised qualification in project/programme management	E	A/I
	3+ years of hands-on project management experience, preferably managing complex, multi-stakeholder or hub-based initiatives.	E	A/I
	Proven experience leading cross-functional teams, coordinating internal and external partners to deliver projects on time and within budget.	E	A/I
	Demonstrated experience in budget management, resource planning, and risk mitigation across multiple projects or workstreams.	E	A/I
	Demonstrated experience in safeguarding, risk management, and quality assurance	E	A/I
	Experience working within matrixed or fast-paced environments, with the ability to manage competing priorities and dependencies effectively.	E	A/I
	Ability to bring creative solutions to problems.	E	A/I
	Well-developed interpersonal skills used to influence a variety of stakeholders, and experience of operating at senior management level in a multi-functional organisation.	E	A/I
<b>Living the TOWER Values sets out the essential behaviours required of all staff.</b>			

We work <b>TOGETHER</b> across boundaries and with partners to achieve the best outcomes for Tower Hamlets	Maintains and encourages networking across teams to achieve the best outcomes.	E	A/I
	Takes swift action to resolve issues or conflicts, to build a positive team culture in the working environment.	E	A/I
We are <b>OPEN</b> and transparent	Thinks about the people they communicate with and adjusts their style accordingly.	E	A/I
	Approachable and seeks regular internal and external feedback from people to improve how they and others do things.	E	A/I
We are <b>WILLING</b> to challenge, innovate and be accountable	Respectfully challenges others, using data and observation to drive improved outcomes.	E	A/I
	Leads the way and encourages others, so they achieve continuous improvement with measurable benefits.	E	A/I
We empower each other to be <b>EXCELLENT</b> and go the extra mile	Understands the organisations direction of travel and actively supports that in their work and interactions.	E	A/I
	Takes the initiative to improve outcomes because they can explain the difference they have made.	E	A/I
We <b>RESPECT</b> all communities; they are the heart of everything we do	Uses customer feedback to actively improve customer outcomes and the way services are delivered.	E	A/I
	Ensures that they and others value the diversity of all people they work with and takes this into account in developing the service	E	A/I

<b>Additional Requirements</b>	<p>To meet exceptional business needs and a willingness to work outside of contractual hours which include evenings and weekends with notice, unless there is good reason where this is not possible.</p> <p>To comply with the requirement to carry out a DBS check on this role</p>	<p>E</p> <p>E</p>	<p>A/I</p> <p>A/I</p>
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