



Tokko Youth Hub - Job Description & Person Specification Children & Young Person's Services Manager

JOB DETAILS	
Contract Term:	12 months Fixed Term
Hours:	37hrs per week
Location:	Tokko Youth Hub, 7, Gordon Street, Luton, Beds. LU1 2QP
Pay:	£36,500 actual pay
Benefits:	25 days annual leave and car parking space
Reports to:	Chief Executive Officer

Who We Are

Tokko Youth Hub is a charity in the heart of Luton supporting young people aged 13 yrs – 19 yrs or up to 24 yrs for those with Special Educational Needs (SEND) or young parents. Through weekly group sessions at our purpose-built facility and outreach in schools and the community, we provide a variety of activities and 1:1 support, fostering positive outcomes and holistic development to empower and encourage young people to lead happy and healthy lives.

What We Do

We facilitate six core weekly groups, the Drop-in, Just Like You Inclusion Group, OK2B, Ladies with Positive Attitudes, Boys 2 Men and Young Parents, and two support services, Brief Intervention Counselling and the Freedom Programme. These initiatives and our purpose-built facility's safe and inclusive environment provide opportunities to explore new interests and personal development and access specialist support for those facing challenges, helping all young people achieve their full potential.

Our Vision

All young people in Luton to be happy, healthy and to aspire.

Our Mission

To support young people aged 13 yrs – 24 yrs by engaging, encouraging, and empowering them to lead happy, healthy lives and reach their full potential.

Our Values

Supportive: We provide a nurturing environment where every young person feels valued.

Welcoming: Our doors are open to all, embracing diversity and inclusivity.

Inclusive: We believe in equal opportunities, ensuring no one is left behind.

Progressive: Continuously innovating to meet the evolving needs of our community.

Trustworthy: Building relationships based on integrity, transparency, and mutual respect.

Purpose of the Role

This is a key leadership role responsible for ensuring our Children and Young People's Services are safe, effective, and impactful.

You will oversee a range of services, including Youth Work, Young Parents Intervention, and Counselling. Alongside leading a dedicated team, you will focus on improving quality, strengthening partnerships, and ensuring young people receive the support they need to thrive.

This role is ideal for someone ready to step into broader leadership, or for an experienced manager looking to make a meaningful difference in a growing organisation.

Key Responsibilities

Leadership and Service Management

- Provide strong, inspirational leadership to Children and Young People's Services staff, building a motivated, capable and values-driven team.
- Set clear expectations and direction for services, ensuring effective delivery and measurable positive outcomes for children and young people.
- Promote a culture of continuous improvement, reflective practice and learning.

Quality of Practice

- Ensure regular, high-quality supervision for youth workers and service staff, either directly or through line management structures.
- Monitor and assess the quality and impact of practice, using observation, feedback and performance data.
- Identify opportunities for professional development and service improvement to enhance outcomes for children and young people.

Safeguarding

- Act as a lead for safeguarding within Children and Young People's Services, ensuring safeguarding responsibilities are embedded at all levels.
- Ensure all safeguarding concerns are addressed promptly, thoroughly and in line with Tokko policies and statutory requirements.
- Liaise with external agencies and statutory authorities as required to safeguard children and young people effectively.

Contract Management and Partnerships

- Lead and manage service contracts, ensuring delivery against agreed outcomes, targets and reporting requirements.

- Work closely with the CEO to develop and maintain strong relationships with commissioners, funders and key stakeholders.
- Proactively identify and resolve any risks or issues relating to service delivery.

Business Development

- Contribute specialist knowledge and service expertise to funding bids, tenders and grant applications, in collaboration with the CEO and Fundraising Team.
- Support the development and sustainability of services through effective planning, innovation and partnership working.

People, Learning and Performance

- Complete all people management processes in line with Tokko policies, including recruitment, probation, appraisals, capability and performance management.
- Ensure staff and volunteers undertake all required training, including safeguarding and regulatory learning.
- Keep up to date with developments in relevant legislation, policy and best practice, sharing learning with the team.

Finance and Planning

- Plan, manage and monitor service budgets, ensuring effective financial control and value for money.
- Contribute to organisational planning, monitoring and reporting processes, ensuring performance data is accurate and meaningful.

Equality, Diversity and Inclusion

- Actively promote equality, diversity and inclusion across all aspects of service delivery and employment practice.
- Ensure compliance with relevant legislation and Tokko policies, and model inclusive behaviours at all times.

Person Specification

Essential

- Relevant qualification (e.g. Youth Work, Social Work) or equivalent experience
- Designated Safeguarding Lead or Level 3 Safeguarding training
- Strong experience working with children and young people
- Strong Knowledge of policy, practice and legislation relating to safeguarding children and young people
- Experience of developing, delivering and quality-assuring evidence-based interventions
- Experience of overseeing and quality assuring high performing services for children and young people
- Experiencing line managing practitioners/ youth workers to deliver excellent outcomes for children and young people
- Completion of Appraisals and personal development plans

- Key working in collaboration and partnership with a range of services and agencies
- Working directly with children and young people from diverse backgrounds
- Managing effective relationships with a range of partners to ensure positive outcomes for children and young people

Desirable

- Level 5 Management or leadership qualification
- Project Management and quality assurance approaches
- Delivering effective performance management
- Full driving licence (D1 preferred)

Safeguarding Commitment

Tokko Youth Hub is committed to proactively safeguarding children, young people, beneficiaries, and staff and to taking reasonable steps to protect all those who come into contact with the Charity from harm. The safety and welfare of everyone affected by the Charity's activities, especially children and young people, is a key governance priority. As part of our recruitment and selection process and commitment to safeguarding, we will undertake a Disclosure and Barring Service (DBS) check of all individuals in this role. Any offer of employment will be subject to a satisfactory disclosure report.