



Night Supervisor Candidate Information Pack

March 2019

A message from the Chief Executive

Thank you for showing an interest in this position.

UKSA continues to deliver fantastic outcomes across our two key areas of work – Sea.Change and Sea.Careers.

In 2017/18 we will celebrate our 30th anniversary, having provided our services to over 100,000 people, see us further enhancing our financial sustainability, by ensuring our training revenues drive sufficient surplus into the charity thus enabling us to continue to invest in our transformational Sea.Change activities, but also look to the future.

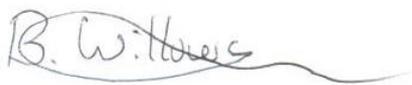
A new fundraising strategy has been developed to support our capital development plans. Some of this now relies on our key relationships with other charities who work with a similar demographic of young people. This partnership approach, which is favoured by funders, allows young people from these charities to visit UKSA for intensive programmes with the aim of helping them to break free from their existing lives and prepare them for other training and work. In addition we are actively seeking donations from individuals, Trusts and corporates who can help support our future sustainability. Since securing a grant for social investment in 2015/16, UKSA has been working towards becoming 'investment ready' for social finance which has allowed us to work with an external provider to build business plans to access social financing. This is integral to developing our capital plan as well as delivering more training to young people in need going forwards.

UKSA has recognised that in order for the charity to continue to develop and maintain its market position, investment is needed at its headquarters in Cowes. The accommodation is tired, inflexible and unsuitable. Creating a new flexible accommodation facility will enable an increase in capacity to maximise income and numbers of young people, and open up other income generating opportunities.

The necessary fundraising has commenced, with the aim to raise £3m to undertake the full refurbishment of the site. We intend to start building the new accommodation facility in the Autumn of 2018.

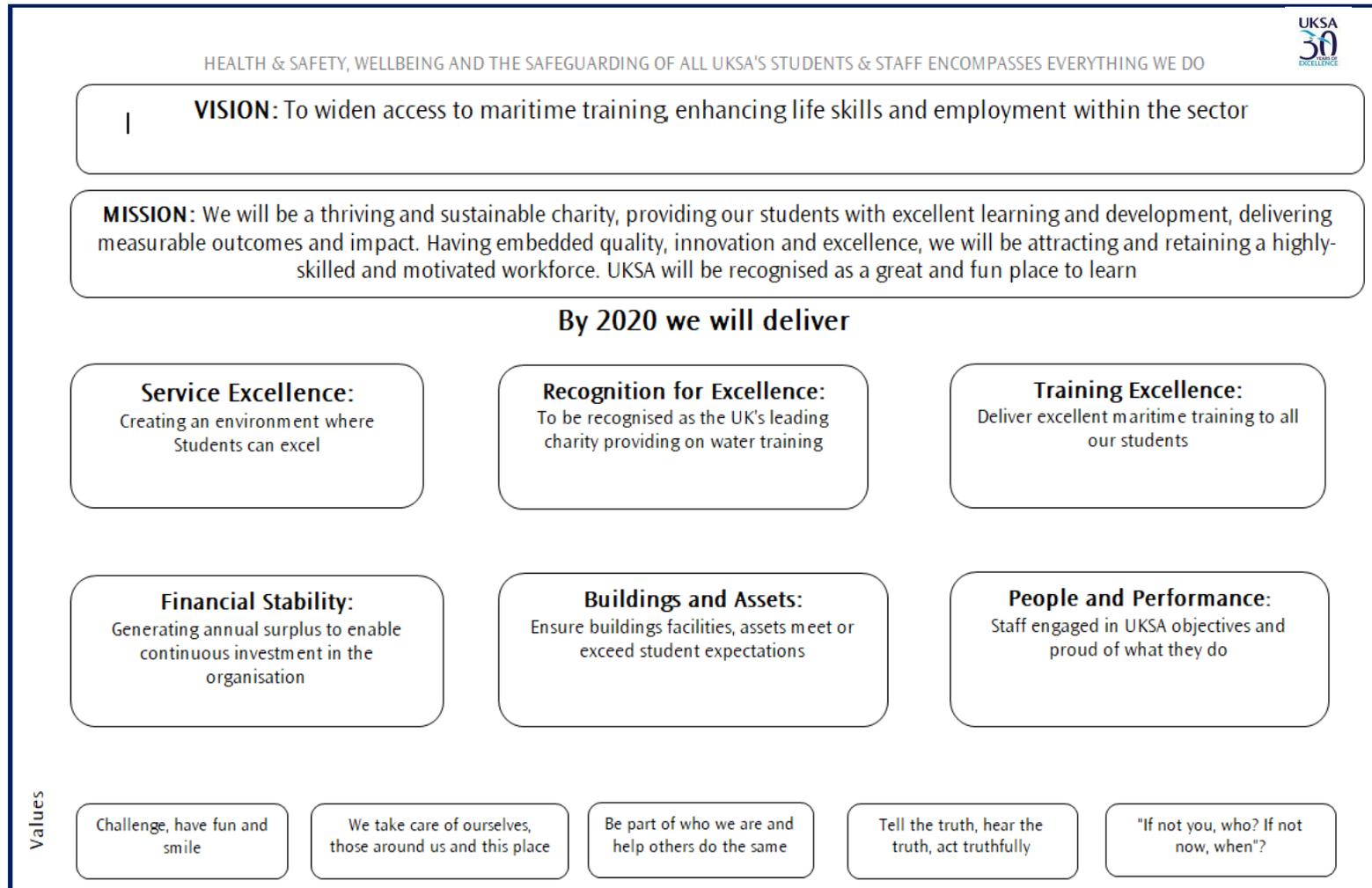
We have an exciting time ahead and we are looking for individuals who can be pro-active within a fast past and unique environment; who excel at being part of a team, thrive at solving problems and have a desire to be part of UKSA's future and in turn support young people who most need our help.

I look forward to your application.



Ben Willows
Chief Executive

Below is a summary of our "All Aboard Strategy" which shows our Vision, Mission 6 key strategic priorities and objectives along with our organisational Values.



About UKSA

We are a youth charity that uses the power of the sea to transform the lives of thousands of young people each year, from all around the UK. The charity was formed in 1987 by Noel and Sylvia Lister who wanted to educate and enrich the lives of young people, using their experience of the sea, including the infinite challenges and gifts it offers, and the power it holds to make change. Nearly thirty years on, this remarkable ethos remains at the heart of UKSA. Our activities fall into two areas:

Sea.Change

We provide life-changing opportunities to schools and groups, disadvantaged and disaffected young people who are not in education, employment or training (NEETs) and young offenders. A common theme for many of these individuals is the low expectation they have of themselves and we challenge them to transform and to create opportunities for themselves.

Sea.Careers

We are the world's largest provider of marine training, ranging from watersports instructor, through to training officers working on vessels up to 3,000 gross tonnes. This work cross-subsidises our 'Sea Change' activities.

We are proud of the large number of students who leave us to start their first jobs in the maritime industry, and go onto a lifetime of opportunity.

Application process

Please complete the application form which is available on the website and email it to

recruitment@uksa.org

Closing date: 5pm Sunday 17th March 2019

Date for interview/selection: Friday 22nd March 2019

Shortlisted applicants will be invited to:

- Attend an interview as part of the process.
- Have a short tour of the UKSA site

Job Description and Person Specification	
Job Title:	Night Supervisor
Reporting to:	Head of Reception
People/Team Management:	N/A
Band:	B4
<p>Key Purpose:</p> <ul style="list-style-type: none"> • To provide a full security, site and guest management service out of hours • To ensure UKSA guests, staff and assets are appropriately protected • To keep preventative and physical security measures under constant review • To provide the delivery of out of hours site maintenance, housekeeping and conference/training room preparation activities • To be responsible for the safety of people on site in the event of emergency and proactively address site Health and Safety requirements arising <p>The duties and responsibilities will include, but are not limited to:</p>	
<p>Site Services</p> <ul style="list-style-type: none"> • Ensuring that the site is presented to a high standard • Undertaking/overseeing the delivery of out of hours site maintenance duties, which may include painting and minor repairs where competent and where safe to do so • Undertaking the delivery of out of hours housekeeping duties including conference/training room set-up and cleaning; this may include moving and lifting tables and chairs 	
<p>Site Security</p> <ul style="list-style-type: none"> • Patrolling the site at specified intervals ensuring that all buildings are secure, the main gates are closed, addressing any incidents including trespass, theft, rowdy or noisy behaviour • Monitoring physical security measures (which may in the future include CCTV and proximity card access etc.) and intervene appropriately where necessary 	
<p>Out of Hours customer queries</p> <ul style="list-style-type: none"> • Delivering a range of miscellaneous guest services including booking in late arrivals, handing out pre-prepared meals for late arrivals, handling telephone calls and enquiries, and responding to the miscellaneous needs of guests. • Take payments and ensure that cash handling and banking procedures are followed. 	
<p>Incident reporting and communication</p> <ul style="list-style-type: none"> • Acting as Incident Manager during any emergencies whilst on duty and liaising with Duty Manager/relevant senior managers, and third parties including the police, fire service and external contractors as necessary • Producing clear statements and reports on incidents occurring during night duty and reporting any significant issues to the Head of Facilities and Hotel Services • Effective liaison with the Duty Manager, Evening IC and Reception Team to ensure seamless transition and handover 	
<p>Health & Safety</p> <ul style="list-style-type: none"> • Operate on a daily basis which demonstrates a duty to take care of your own health and safety and that of others who may be affected by your actions at work. 	

- Co-operate with employers and co-workers to help everyone meet their legal requirements.

Individual/Team Performance and Development (if not managing staff)

- Ensure adherence to all policies and procedures and promote the Vision, Purpose and Values of UKSA
- Understand your objectives and how these fit in with individual, team and business performance
- Take responsibility for your own performance and development by preparing for and take full part in 1-1 reviews and appraisals with your manager

General

- Comply with and promote UKSA equality and diversity, data protection and health & safety policies and procedures.
- Make a commitment to deliver excellent customer service.

This Job Description and Person Specification is not exhaustive and reasonable flexibility is expected to meet the changing needs of the business; it will be reviewed and may be updated from time to time in conjunction with the post holder.

Person Specification – Night Supervisor		
	Essential	Desirable
Knowledge:	<ul style="list-style-type: none"> • Best practice and legislation relevant to the security element of the role • Health & Safety and practical risk assessment • Basic IT skills with a working knowledge of the range of MS Office packages and knowledge of electronic security systems 	
Qualifications:		<ul style="list-style-type: none"> • Recognised security qualification • First Aid qualification
Experience:	<ul style="list-style-type: none"> • Experience of and drafting incident reports 	<ul style="list-style-type: none"> • Experience in a relevant supervisory discipline
Skills:	<ul style="list-style-type: none"> • Strong desire to deliver excellent customer service to both internal and external customers • Sound track record of building strong relationships with staff and stakeholders • Sound judgment and decision making skills, with a 'hands on', solutions-based approach, able to remain calm under pressure and take control of incidents • Able to work as part of a team, as well as independently • Strong people skills together with excellent communication, influencing, negotiating and engagement skills 	

Night Supervisor- Key terms and conditions

Salary	£8.58 per hour payable on 28 th of each month
Annual Leave	Pro-rata to 20 days plus Bank Holidays The leave year runs from 1 December to 30 November
Working Hours	The hours for this role are 20 hours per week, to be worked flexibly over 2 nights including some weekends and bank holidays
Location	This role is primarily based at UKSA, Arctic Road, Cowes
Pension	National Employment Savings Trust Employer contribution of 1%
Sickness	In the first three months of employment you are entitled to Statutory Sick Pay only, thereafter UKSA will pay up to 6 casual or "waiting" days in any rolling calendar year
Notice Period	During the probationary period notice will be 1 week and after that 4 weeks notice will be required
Probationary Period	6 months
Disclosure and Barring Service check	An Enhanced Disclosure and Barring Service check will be applicable

