



Young people active in the community

JOB DESCRIPTION

JOB TITLE:	Global Xchange Programme Supervisor
RESPONSIBLE TO:	Global Xchange Programme Development Manager
LOCATION:	6 months in the UK and 3 months overseas
BASIC SALARY:	£21,418 - £23,166 per annum pro-rata (plus London Weighting allowance depending on location)

Background information

Through international volunteer exchange, Global Xchange builds active global citizens, committed to working for positive change within communities. Global Xchange is a partnership between the British Council, VSO, and local organisations around the world. This programme works with 18-25 year olds from the UK and other countries giving young people the opportunity to live and work together in communities as volunteers on a six-month exchange, with 3 months in each country.

Each cross-cultural team of volunteers is supported by two Programme Supervisors, one from the UK and one from the exchange country. The UK Programme Supervisor is responsible for developing the programme in the UK host community and, with their overseas counterpart, for facilitating the implementation of the 6-month programme in the UK and overseas.

The Programme Supervisor will be expected to live in or near the UK host community for the planning and preparation phase, and during the three months of the UK part of the exchange. Hours will be irregular and the Programme Supervisor may need to be available on call for volunteers and take a lead in providing support during the UK phase of the programme.

Based 6 months in the UK and 3 months overseas, we are primarily looking for someone with substantial experience of working with young people and people from different cultures, to start a 9-month contract on 7 June 2010. It is important for applicants to realise that this is a very demanding role – and definitely not a typical 9-5 job!

For more information about Global Xchange please visit www.globalxchange.org.uk

KEY RESPONSIBILITIES

1. Programme development in the UK host community

- Identifying key community stakeholders to involve in the focus and design of each exchange through the establishment of a community advisory board.
- Undertake a community consultation about how GX can best benefit the community.
- Developing the support and resources needed for setting up the core components of the exchange in the UK host community.
- Identifying, recruiting and orientating suitable volunteer placements and host homes in the UK host community.
- Working with their counterpart Programme Supervisor to maximise the impact of the programme for both the volunteers and the host community.

2. Supervise and support volunteers

- Working with their counterpart Programme Supervisor to ensure adequate support and supervision of volunteers.
- Supporting volunteers in relationships with: host homes, counterpart pairs and volunteer placement supervisors.
- Helping all parties mentioned above to resolve problems as and when they arise.
- Responsibility for the health and safety of volunteers during the programme.
- Promoting and encouraging appropriate behaviour and implementing disciplinary procedures if volunteers do not adhere to the volunteer code of conduct.
- Raising any issues of concern to relevant people within GX UK, e.g. line manager, medical unit.

3. Facilitate Training and Learning

- Working in collaboration with their counterpart Programme Supervisor to facilitate a community orientation on arrival in the UK host community.
- Supervising Global Citizenship Days, a Mid-Phase Review and a full Debrief in both phases of the programme.
- Helping volunteers identify and develop personal objectives and facilitate individual learning throughout the programme.
- Promoting learning amongst volunteers around global and cross-cultural issues, and supporting and encouraging volunteers to meet the learning baselines as specified in the Global Citizenship Framework.

4. Communication with GX London and overseas partner organisations

- To keep GX London regularly informed about the progress of GX teams in the host communities.
- Liaising with other departments with regards to volunteer medical issues, health and safety, programme accounts and IT.
- To log all volunteer placements on VSO Starfish database.
- To act as a representative of GX and its partner organisations at all times while in the host communities.

5. Budget management

- To manage a VSO bank account for the project and to present monthly accounts and budget forecasting to GX and the VSO accounts department.
- To account for the programme development and implementation expenditure during the UK and overseas phase of the programme.

6. Monitoring and evaluation

- To monitor the success of the exchange by gathering feedback from volunteers, host homes and volunteer placements.
- To facilitate the volunteers' evaluation of their own learning.

PERSON SPECIFICATION

POST: Global Xchange Programme Supervisor
GRADE: 4 (London Weighting Allowance dependent on location)

The following essential criteria will be assessed at the application stage	Indicates those criteria which will also be assessed on the selection day and where they will be evidenced:
<p>Working with Young People Proven experience of working with 18-25 year olds from a wide range of backgrounds with proven ability to facilitate learning in a <i>non-formal</i> environment for this age group (i.e. not in a classroom or formal TEFL setting).</p>	Interview Dilemma discussion
<p>Cross-Cultural Working Direct and substantial experience of working cross-culturally and able to communicate to a range of audiences and break down communication barriers to promote sharing and learning between cultures.</p>	Interview Dilemma discussion
<p>Communication Possession of strong written communication skills needed for writing reports, publicity materials and corresponding with a wide-range of community members.</p>	Written exercise
<p>Supervision Significant experience of working in a supervisory role. Proven ability to promote self-awareness, learning and development among individuals.</p>	Interview Practical problem solving activity
<p>Development Knowledge of issues which are common to communities in developing countries, possibly achieved through working or living in a developing country and knowledge of issues in UK communities.</p>	Interview Written exercise Dilemma discussion
<p>Budget Management Experience of managing budgets and undertaking accounting procedures. Experience of using Excel for accounting purposes</p>	Interview

The following essential criteria will be assessed on the selection day	Where they will be assessed
<p>Planning and Organising Able to develop clear and realistic plans to deliver agreed objectives within deadlines, involving key individuals in the planning process. Ability to organise group discussions and move the team towards consensus.</p>	<p>Interview Written exercise Practical problem solving activity</p>
<p>Building Professional Relationships Build relationships on mutual respect and trust. Flexible in dealing with others. Assertive without being aggressive. Active listener. Able to make difficult but informed decisions.</p>	<p>Interview Practical problem solving activity Dilemma discussion</p>
<p>Understanding Communities Experience of working effectively at community level and have a practical understanding of the issues which face particular communities.</p>	<p>Interview</p>
<p>Personal circumstances Understands this is not a 9 -5 post and able to undertake this very demanding role with a commitment to spend time living in, or near the host community.</p>	<p>Interview</p>
<p>Volunteering Sufficient experience of working with volunteers to understand the key factors which make a volunteer placement viable, effective and rewarding.</p>	<p>Interview Dilemma discussion</p>
<p>Circumstances Willing to live and work outside own community in the UK. Able to work irregular hours including considerable weekend work.</p>	<p>Interview</p>

The following desirable criteria will be assessed on the selection day	Where they will be assessed
<p>Driving Licence Hold a full UK driving licence.</p>	<p>Interview</p>