



Youth Support Manager

Application Pack

Play your part at the National Youth Orchestra

The National Youth Orchestra is the UK's leading organisation championing orchestral music as a powerful agent for teenage development. We are a welcoming community where every teenager can play their part in shaping their world through extraordinary music.

It's the greatest adventure a teenager can have in orchestral music where young people develop much more than musical skills.

We welcome 10,000 teenagers of all backgrounds and different levels of musical ability into a national community to play and share orchestral music. At the centre of the organisation, our Orchestra, known as NYO, is acclaimed internationally as 'the world's greatest orchestra of teenagers' for their dazzling performances. Each NYO musician also plays their part as a leader and role model, sharing music and skills through NYO Inspire and NYO Open programmes.

With music education all but disappearing in state schools, the free programmes provided by NYO are needed more than ever – to ensure all teenagers have the opportunity to develop their confidence and skills for life through sharing and playing music together. Joining the NYO community, they open up to new friends and possibilities. Stepping out to perform, they rise to new challenges. Sharing their passion with other young people, they learn to inspire and lead.

The role

The Youth Support Manager plays a key role in ensuring that young people feel happy, listened to, and secure whilst participating in NYO activities. It combines practical management, team leadership and youth-centered insight to embed NYO's ethos into every aspect of delivery.

The ideal candidate will combine strong team management skills with a rigorous approach to administration. You will be confident handling conversations with teenagers and their parents/carers, and in managing sensitive information. You'll be at ease with co-ordinating practical logistics and thrive in a busy residential environment.

Working at NYO

At the National Youth Orchestra, you'll work as part of a supportive, friendly and adventurous staff team. Learning and personal growth are intrinsic to every role.

Our offices near Holborn in central London are a hive of activity, a space for collaboration and ideas. Hybrid working is standard for most roles, with a flexible and supportive culture. During the year you will be present at NYO projects, concerts and events across the country, sharing music with young people across the UK.

NYO offers a season ticket loan scheme, cycle-to-work scheme, health cash plan, retail and entertainment discounts and a 24/7 counselling and support helpline.

Purpose of the role

Deliver outstanding pastoral support across NYO's programmes by managing the year-round processes, people, and routines that enable consistent safeguarding and welfare, champion NYO's ethos and enable young people to thrive on every project.

Lead the Youth Support Coordinator and co-ordinate the freelance Support Team workforce. Work with the Head of Programme Planning to embed pastoral needs into shared calendars, risk assessments, and project workflows across the organisation's activity.

Reports to:

Head of Youth Development
(with dotted line to Head of Programme Planning)

Line Manages:

Youth Support Co-ordinator
Freelance Support Team

Key relationships:

Internal

- Programmes team
- Communications & Fundraising team
- Finance and Operations team
- Freelance team (Support team, Nurse, tutors and stage managers)

External

- NYO and NYO Inspire musicians and other activity participants
- Parents and carers

Key responsibilities

Safeguarding Policy and Practice

- Work with the Head of Youth Development to deliver NYO's safeguarding young people policy, supporting its review, development and dissemination, and investigating new areas of practice.



- Collaborate with colleagues to ensure NYO's ethos and culture is understood, present and valued across all activity, creating the conditions in which young people can thrive.
- Contribute to clear staff briefings and effective debriefs to embed consistent practice.

Pastoral care and behaviour

- Coordinate day-to-day responses to safeguarding and pastoral matters for young people, ensuring timely recording and escalation to the Head of Youth Development and/or Nurse as appropriate.
- Deputise for the Head of Youth Development when required, including leading key operational meetings and briefings.
- With the Youth Support Co-ordinator, ensure casework is managed effectively between projects, with clear handovers, and liaise with parents/carers and young people as required.
- Manage communications with parents/guardians and young people on care plans in collaboration with the Head of Youth Development and NYO Nurse.
- Liaise with Programme Managers to ensure specific needs are catered for across accommodation, catering and activity management.
- Ensure that NYO's behaviour expectations are maintained and effectively managed.
- Supervise the Youth Support Coordinator to ensure the safe and accurate recording and management of young people's data on Salesforce.

Pastoral operations and logistics

- Be a visible and responsive point of contact for young people and staff on the ground during projects.
- Manage safeguarding and welfare processes during projects, maintaining incident logs and updating the Head of Youth Development as needed.
- Oversee the creation and maintenance of participant information records for each project.
- Manage allocation of residential/hotel accommodation for young people and staff.
- Manage transport logistics for young people, including arrivals/departures and tour travel, in partnership with Programme managers.
- Lead daily pastoral operations on site (briefings, drop-ins, check-ins, incident coordination) and escalate casework appropriately.
- Supervise the Youth Support Coordinator in producing and distributing information sheets and resources for effective pastoral management.

Support Team workforce management and training

- Manage recruitment, induction and deployment of the freelance Support Team across programme areas; plan rotas and confirm roles and responsibilities pre-activity.
- Provide on-project supervision and feedback; flag performance issues promptly.
- Co-ordinate Support Team training plans (led by the Head of Youth Development), including induction and refreshers on safeguarding, NYO values, incident logging and information handling.

Planning, risk & compliance (matrix with Head of Programme Planning)

- Feed pastoral requirements into shared planning templates, calendars and milestone trackers.
- Draft pastoral sections of project risk assessments and safeguarding plans; confirm controls at pre-project briefings and review them at debriefs.
- Oversee Child Performance Licensing workflows led by the Youth Support Co-ordinator; monitor progress and deadlines.

- Ensure timely delivery of DBS/licensing paperwork and health/consent data, working with Programme managers.

Youth Voice, Leadership and Wellbeing

- Support the Head of Youth Development to implement NYO's Youth Voice approach and embed youth-led practice in delivery.
- Support and manage a growing portfolio of community-building activities and consultation initiatives, ensuring feedback routes into programme improvement.
- Support wellbeing initiatives in day-to-day delivery (physical preparedness, warm-ups/warm-downs, healthy eating, hearing protection, time management and managing stress/performance anxiety).

Administration and other

- Manage pastoral delivery costs (freelancer shifts, training, resources) against agreed budgets; maintain accurate records with Finance.
- Capture pastoral insights during delivery and feed them into project debriefs and evaluation processes.
- Represent the Youth Development team in cross-programme conversations when delegated.
- Any other duties as may reasonably be required within the scope of the post.

Person Specification

Personal attributes

	Essential	Desirable
Youth-centred and values-led, with a strong commitment to diversity, inclusion and equitable access for all teenagers.	✓	
Calm, empathetic decision-maker who can build trust with young people and adults, set clear boundaries, and exercise sound judgement when issues arise.	✓	
Collaborative and collegiate; works smoothly across planning, programmes and support functions, and communicates clearly with colleagues in live delivery contexts.	✓	
Positive, flexible and resilient under pressure; comfortable working at pace on residencies, concerts and assessment days, including evenings and some weekends during delivery.	✓	

Experience

Coordinating youth-facing activities or support in settings such as youth work, education, arts, residential/outdoor learning or community programmes, putting safeguarding into practice during live delivery	✓	
Planning and administering projects or events: preparing schedules, rooming and travel details, information sheets and briefings; working at pace during residencies or busy periods.	✓	
Handling sensitive information and routine casework administration (e.g., consent/health data, attendance, incident notes) and maintaining accurate records in a CRM.	✓	
Communicating with teenagers, parents/guardians and delivery partners, providing clear, timely updates and guidance.	✓	
Working within organisational procedures (e.g., risk assessments, DBS checks, child performance licensing)	✓	

Skills

Strong administration and organisational skills; prioritising competing tasks with excellent attention to detail.	✓	
Clear written and verbal communication with teenagers and adults	✓	
Safeguarding awareness and judgement: recognising concerns, recording accurately, and escalating appropriately to senior staff/DSL	✓	
Team management skills including line management / supervision	✓	

Terms and Conditions

Salary

£33,000–38,000 per annum dependent on experience

Contract term

Permanent

Hours

Full-time (35 hours a week)

Annual Leave

27 days plus statutory bank holidays

Place of work

10 Great Turnstile, London, WC1V 7JU
Hybrid working policy is applicable

Probationary period

Six months

Notice period

Two months

NYO offers a season ticket loan scheme, cycle-to-work scheme, health cash plan, retail and entertainment discounts and a 24/7 counselling and support helpline. Hybrid working policy applies to this role; outside of project periods the core office days are Tuesday and Wednesday.

Most NYO projects take place during school holidays or at weekends, and the postholder will be expected to attend the majority of residential activities. Therefore the role will include some weekend and statutory holiday working, for which a TOIL policy is in place.

How to apply

To apply for the role, complete the online application form available at <https://www.nyo.org.uk/work-with-us>

The deadline for applications is 10am on Monday 29 September 2025.

If you have any questions about the role, please contact recruitment@nyo.org.uk.

Equal Opportunities

NYO is an Equal Opportunities employer. Diversity and inclusion are central to our work, including recruitment practices. We aim to ensure no job applicant, employee, or participant receives less favourable treatment based on age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation. Individuals are selected, promoted, and treated based on their relevant merits and abilities. All employees must comply with and actively promote this policy.

Safeguarding

NYO is committed to safeguarding and protecting the children and young people we work with. Our policies and procedures ensure sector-leading safeguarding practices. All employees, contractors, trustees, and volunteers are dedicated to maintaining an environment where young people's welfare is paramount. Our policies protect young people from harm, ensuring all concerns and abuse allegations are taken seriously and responded to appropriately.