



## 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.

Every year we welcome over 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 our wider engagement programme.

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-centred 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 join a values-led, mission-driven organisation where people care deeply about the impact of their work. Our staff team is supportive, friendly and ambitious, united by a shared belief in the potential of young people and the power of orchestral music.

NYO is a place where people are trusted to take responsibility, contribute ideas and work collaboratively. Colleagues describe a strong sense of community and shared purpose, with people pulling together to achieve things that are often much bigger than our size as an organisation would suggest.

Our offices near Holborn in central London are a lively base for collaboration, planning and creativity. Hybrid working is standard for most roles, supported by a flexible and trust-based culture. NYO is a busy and dynamic place to work, with a year-round rhythm of planning, delivery, reflection and development. We aim to support people to work flexibly and sustainably within that, recognising the commitment and energy our work requires.

Many roles involve being present at NYO activity across the country, helping to create extraordinary musical experiences with and for young people across the UK. The work is demanding, purposeful and rewarding, sustained by committed colleagues and a culture of care, trust and shared ambition.

We are committed to continuing to improve how we work as NYO grows, including how we support feedback, development, wellbeing and sustainable working practices.

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, including NYO Orchestra, NYO Inspire and other youth engagement activity. The role manages the year-round processes, people and routines that enable consistent safeguarding and welfare practice, champion NYO's ethos and help young people thrive on every project.

The Youth Support Manager line manages the Youth Support Co-ordinator and co-ordinates the freelance Support Team workforce. Working with colleagues across the Programmes team, the postholder ensures that pastoral needs are embedded into project planning, risk assessment, delivery and debrief processes.



### Reports to:

Head of Youth Development

### Line Manages:

Youth Support Co-ordinator  
Freelance Support Team

### Key relationships:

Internal

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

#### External

- NYO Orchestra and NYO Inspire musicians and other activity participants
- Parents and carers
- Delivery partners, community organisations, schools and venue contacts involved in programme delivery
- External safeguarding, welfare and support professionals where appropriate

## 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.
- Work with colleagues and delivery partners to ensure safeguarding practice is consistently applied across residential and non-residential projects, including NYO Local and One Community.

### 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 Medical Team as appropriate.
- Deputise for the Head of Youth Development when required, including leading key operational meetings and briefings.
- With the Youth Support Coordinator, 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 Medical Team.
- Liaise with Programme managers and partners to ensure specific needs are catered for across accommodation, catering, venue arrangements and activity management, including in NYO Local and One Community settings.
- 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.
- Oversee appropriate pastoral systems for non-residential and online activity-based delivery, including sign-in/sign-out arrangements, communication and incident responses.

### **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**

- 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 Coordinator; monitor progress and deadlines.
- Ensure timely delivery of DBS/licensing paperwork and health/consent data, working with Programme managers.
- Ensure safeguarding plans, risk assessments and delivery processes are appropriate for residential and non-residential programmes including online delivery.

### **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, including One Community, ensuring feedback routes into programme improvement and a strong sense of belonging across NYO's wider community.
- Contribute to the development of youth voice and wellbeing approaches within NYO Local and One Community, ensuring these programmes connect clearly to NYO's wider pastoral and inclusion practice.
- 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 evaluations, and future planning.
- 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

Co-ordinating 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)	✓	
Experience of working with young people in community, outreach, school or partnership-based settings, and adapting safeguarding and pastoral practice to different delivery environments.	✓	

## 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	✓	
Ability to build effective working relationships with external partners, community organisations and venue teams to support safe, inclusive delivery.	✓	

# **The annual programme**

These are the indicative dates for NYO's main project periods in 2026-27; our programme follows a similar annual pattern subject to school holiday patterns.

The Youth Support Manager would usually attend all of these projects, although not necessarily continuously throughout each project.

## **NYO Unite**

24 October – 1 Nov 2026

## **NYO Orchestra Winter Residency**

28 December 2026 – 8 January 2027

## **NYO Inspire Ensembles**

13 -21 February 2027

## **Schools Concerts**

19 – 23 February 2027

## **NYO Orchestra Spring Residency**

28 March – 9 April 2027

## **NYO Inspire Schools Tour**

10 – 16 July 2027

## **NYO Inspire Orchestra Experience**

22 – 25 July 2027

## **NYO Orchestra Summer Residency**

25 July – 7 August 2027

# Terms and Conditions

## Salary

£34,000–38,000 per annum dependent on experience

## Contract term

Permanent

## Hours

Full-time (35 hours a week)

## Annual Leave

27 days plus statutory bank holidays

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 June 2026**.  
First round interviews (online) will take place on **Monday 6 July 2026**.

If you have any questions about the role, please contact [recruitment@nyo.org.uk](mailto:recruitment@nyo.org.uk).

## Equal Opportunities

NYO is an Equal Opportunities employer. Diversity and inclusion are central to our work and to our recruitment practices. We welcome applications from people of all backgrounds and select candidates based on relevant skills, experience and potential. Applications are anonymised for shortlisting. We are committed to ensuring that no applicant, employee or participant receives less favourable treatment because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

## 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.

This role is subject to appropriate safer recruitment checks, including an enhanced DBS check and references.