



YMCA HUMBER

Head of Organisational Development & Central Services



Here for young people
Here for communities
Here for you

YMCA HUMBER

2024

‘Year in Review’



We would love to show you some of the great work that took place across our organisation in 2024.



Dear Applicant

Thank you for considering us as your future employer.

As part of the world's largest youth charity, YMCA Humber are aware that everyday life is never linear and by offering a wide and varied range of health and wellbeing, housing, and support services, we have been supporting the local community since 1906 within Grimsby and its surrounding area.

Historically, we were best known for our supported accommodation provision. However, since relocating to 21 Freeman Street in September 2021, we have expanded our work to include a wide range of high-quality services for children, young people, and the wider community, complemented by a vibrant community café. In addition to our Freeman Street base, we have also developed first-class sports facilities at both Clee Fields and Kent Street in Grimsby.

As we head into the next phase of our journey, we again find ourselves at a pivotal stage and are seeking a senior leader to support our organisation development and growth.

A key accountability within this role will be to bring to life our four core operating principles :-

- **Everything we do is exceptional quality.**
- **People we support and engage with feel safe and always welcomed.**
- **Our developments and plans are built on need and have long term sustainability.**
- **We strive to develop an extended 'YMCA Family' which allows people to have a fair chance to discover who they are and what they can become.**

As you take time to review our strategies, service provision, and role requirements, we encourage you not to be deterred by the simplicity of the job title. This role is intentionally broad and offers scope for individuals with a diverse range of skills, experiences, and perspectives to contribute meaningfully.

If you would love to contribute to the journey of everyone we work with and firmly believe that everyone should have a fair chance to discover who they are and what they can become, then you are the person for us here at YMCA Humber.

So, as Chief Executive of this amazing organisation, I extend a warm welcome to you and invite you to come along and have a coffee with me so we can discuss this brilliant new role.



Kate Conway

Kate Conway
Chief Executive Officer
YMCA Humber



Head of Organisational Development & Central Services

Contract Type :	40 hours per week : Full Time Permanent Contract
Salary :	£45,000 - £52,000 depending upon experience

This diverse senior leadership role is pivotal in the growth of our dynamic organisation, with the post holder and their team having overall accountability for the following key areas:

Organisational Development

Creating meaningful opportunities for employees which are deeply aligned to our operating principles and values, fostering a culture of continuous learning by designing and promoting initiatives that not only enhance individual growth but also contribute to our collective journey.

Business Development and Marketing

Provision of impactful communications and marketing strategies, building strong, collaborative relationships across teams internally and externally, implementing public support streams, income generation and bids.

Systems and Processes

Responsible for managing and optimising business systems and processes, whilst collaborating with your inhouse teams to drive efficiency, compliance, and continuous improvement.

Café and Reception

Responsible for overseeing café and reception operations, ensuring high standards of service, efficiency, and a welcoming environment, while leading teams to deliver excellent customer and client experiences.

People Services and HR

Provision of support services which ensures compliance with employment law and regulations, fostering an inclusive, fair, and engaging workplace culture, providing expert guidance on employee relations, organisational policies, and workforce development.

Designated Safeguarding Lead

You will carry out the role of Senior Designated Safeguarding Lead, providing strategic oversight and guidance across the organisation, acting as a critical friend to departmental safeguarding leads promoting a culture of safety, vigilance, and continuous service improvement.

In addition to your skills and professional experience, a formal qualification in a relevant field; such as Human Resources, Organisational Development, or Project Management would be highly desirable and further strengthen your ability to contribute effectively in this front facing proactive role.



Alongside departmental accountability you will :

- Have a pro-active can-do approach, with a solid understanding of the complex challenges facing organisations both locally and across the region, and the ability to anticipate needs whilst adapting to the ever changing local environment.
 - Have vision to shape and strengthen our people, systems and processes, ensuring we are well positioned to embrace and sustain a period of financial growth, geographical expansion and service development.
 - Be able to to work collaboratively with key partners and external organisations, ensuring we remain compliant with statutory and regulatory requirements, upholding internal standards of accountability, and performance.
 - Bring the emotional intelligence to your role, acting as a passionate advocate for YMCA Humber; helping showcase an inclusive and collaborative environment where every voice is valued, especially those who are often unheard or underrepresented.
 - Through your leadership, model empathy, integrity, and respect, helping build a culture that reflects our values and amplifies the impact of YMCA Humber's mission across the community.
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Transferable Skills

- Adept at problem-solving and confident in making sound decisions.
 - Highly motivated, resilient, and able to respond positively to change and challenge.
 - Commercially astute, with the ability to analyse potential opportunities.
 - Comfortable operating at both a strategic level, driving organisational change and continuous improvement and at an operational level, ensuring efficient and effective day-to-day management.
 - Skilled in building strong, collaborative working relationships at all levels, with a proven track record of motivating others, leading teams, and developing capability.
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In return YMCA Humber will provide:

- A friendly and inclusive environment where you have the freedom to develop and innovate within our core services, while feeling valued, supported, and appreciated in your role.
- A progressive and forward-thinking organisation grounded in strong cultural values, offering the opportunity to make a meaningful and lasting impact in North East Lincolnshire.
- The chance to work within a fast-paced and dynamic setting, where you are empowered to identify new opportunities and lead them from concept to reality.
- A key member of our Senior Leadership Team you will require a degree of flexibility to meet the demands of a responsive 7-day service providing overarching leadership covering all YMCA Humber functions.





YMCA HUMBER

Our Organisation
Our Delivery
Our Values



Here for young people
Here for communities
Here for you

Our Commitment

We are committed to creating a truly equal and inclusive environment and embracing difference and diversity.

The people we support across the region are diverse individuals and so are we, and we aim to recruit and retain great people from a wide variety of backgrounds, not just because it's the right thing to do, but because it makes us stronger as an organisation.

We are committed to providing a warm and welcoming environment for all. We strive to ensure that everyone feels valued and supported, and that each person has the opportunity to fulfil their potential and achieve great things. We celebrate and respect diversity in all its forms regardless of race, colour, religion, gender, gender identity or expression, sexual orientation, marital status, pregnancy or maternity, national origin, disability, or age.

We do not tolerate discrimination of any kind. We challenge all forms of discrimination and social injustice, and we work with others to educate and enlighten.

Our Values

YMCA Humber is here to be a leader in the transformation of lives and communities in the Humber region.

The way we act at YMCA is characterised by five strong and distinctive values that are based upon YMCA England and Wales values.



We Seek Out
We actively look for opportunities to make a transformative impact on people's lives in the communities where we work, and believe that every person is of equal value.



We Welcome
We offer people the space they need to feel secure, respected, heard and valued; and we always protect, trust, hope and persevere.



We Inspire
We strive to inspire each person we meet to nurture their body, mind and spirit, and to realise their full potential in all they do.



We Speak Out
We stand up for people, speak out on issues that affect their lives, and help them to find confidence in their own voice.






We Serve Others
We are committed to the wellbeing of the communities we serve and believe in the positive benefit of participation, locally and in the wider world.



Our Strategic Plan 2025 and beyond

Our team help shape the organisations strategic plan and as we move into a time of growth and future development or strategy and vision are rooted in everything we strive to achieve in the local area.

<div>Growth and Reach</div> <div></div>	<div>Extend our service model to benefit more people, in more places where there is unmet need within the Humber Region.</div>	<div><ul style="list-style-type: none">• Scale up our existing work to increase impact.• Develop additional core services based on need, which show a direct impact to the communities we support.• Actively pursue collaborative opportunities to develop and deliver what we could not do on our own.</div>
<div>Excellence and Impact</div> <div></div>	<div>Transform lives with programs that embody our operating principles and progress us into becoming a learning organisation.</div>	<div><ul style="list-style-type: none">• Implement processes which will establish us as a learning organisation.• Develop impact measures for services to demonstrate we are supporting real transformation.• Facilitate opportunities for staff and volunteers to be exceptional in the roles they perform for us.</div>
<div>Awareness and Support</div> <div></div>	<div>Achieve higher levels of understanding and appreciation of YMCA Humber and its work, so as to increase public support in achieving our goals.</div>	<div><ul style="list-style-type: none">• Build a compelling, highly visible presence for YMCA Humber that establishes what we do, why it matters and how people and organisations can join us in transforming lives.• Collaborate across the area to increase opportunities for donations, grant funding and partnerships.• Celebrate all of our achievements.</div>



Employee Benefit Package

As an inclusive employer we pride ourselves in personal and professional benefits all of which are available for all of our staff members. From contractual security to individual career plans, YMCA Humber creates future pathways and opportunities which are tailored to our staff.



Training and Personal Development

We champion progression for staff who wish to succeed in their career. We invest time and financial support in both in-house training and through external qualifications, putting career progression and succession planning at the forefront of what we do.



Employee Schemes

Our Cycle to Work Scheme enables you to chose a bike and accessories at a discounted cost, offsetting the payment through your pay providing tax benefits. In addition, to ensure everyone has the ‘down time’ they deserve staff can purchase an additional weeks leave.



Wellbeing Sessions

Throughout the year staff have the opportunity to take part in a variety of wellbeing sessions. From weekly walks to away days; discounted food in our café to ‘treat days,’ we have a range of annual events to suit everyone.



Free Onsite Gym

Our onsite gym offers a range of fitness equipment from treadmills, bike, weights and more. and following a full Induction staff are free to use this facility whenever they wish. We also have onsite showers and changing facilities within our staff areas.



Real Living Wage Employer & Pension

As a Real Living Wage Employer, we provide all of our staff members with exceptional rates of pay and recognise progression streams in all departments. We are also a members of the Peoples Pension, providing the foundations to plan for the future with solid contributions.



Life Assurance Scheme

All contracted employees are automatically enrolled into our Life Assurance Scheme, which will provides security for our employees loved ones and beneficiaries should the worst happen. Schemes are aligned to your contract and our team will help with this process.

Interested in joining our Team

We would initially like to invite you to meet with Kate Conway our Chief Executive at our Head Office on Freeman Street, Grimsby where, over a coffee she will provide you with a deeper insight into what we do, what we stand for and provide you with a tour of our amazing facilities. You will have the opportunity to visit our main accommodation building on Freeman Street, our Youth Centre at Kent Street MUGA and our Wellbeing Services, plus Clee Fields, our state of the art Sports Facility.

Following this, we will provide you with further information, giving you time to consider and reflect as to whether a role with us at YMCA Humber is right for you.

Application Process

For further information or to arrange an informal discussion with our CEO please contact:

Kate Conway

Chief Executive Officer

e-mail: kate.conway@ymca-humber.com

Tel: 01472 403020 ext 560

Ceinwen Fews

People and Policy Manager

e-mail: ceinwen.fews@ymca-humber.com

Tel: 01472 403020 ext 550

Applicants will be shortlisted and invited to an interview with our panel. References will be sought during the interview process, and a check with the Disclosure and Barring Service (DBS) will be conducted.

Equality, Diversity and Inclusion Statement

Individuals with different cultures, perspectives and experiences are at the heart of the what YMCA Humber operates, and whilst our core values of 'protect, trust, hope and persevere' are based upon Christian principles, our desire and aim is to recruit, develop and retain the most talented people, irrespective of background, making best use of their talents.

YMCA Humber is committed to building inclusive, resilient communities.
We welcome applications from all backgrounds and life experiences.



CHARITY COMMISSION
FOR ENGLAND AND WALES

