

YOUTH PROGRESSIONS COACH

Location: Blackburn & Darwen Youth Zone

Contract: Full-time, 37.5 hours per week

Salary: £24,862.50 – £26,513.37

Reporting to: Aspirations, Skills and Progression Lead

As our Employability & Skills offer expands through new contracts and partnerships, we are growing our delivery team to ensure all young people—particularly those who are NEET or at risk—have access to real, sustainable opportunities.

As a **Youth Progression Coach**, you will deliver tailored, person-centred support for young people aged 14–25, helping them gain the confidence, skills, and connections they need to transition into education, employment, or training. This includes managing a caseload, delivering 1:1 and group sessions, and supporting young people to overcome barriers to progression.

You will also act as a **values-led team member** by understanding, embodying, and consistently demonstrating our **HEART values** in all aspects of your work and interactions.



OPENED JAN 2012



FREE ENTRY, FREE
HOT MEALS

5000+

YOUNG PEOPLE ATTEND
OUR SERVICE P/A



OPEN 7 DAYS A WEEK



3 MILLION POUND
TRANSFORMATION

ABOUT BLACKBURN & DARWEN YOUTH ZONE

Blackburn & Darwen Youth Zone, opened in May 2012 as an independent Charity, but we are proud to be part of the growing OnSide Network.

We work with young people aged 5-19 (up to 25 with additional needs) and offer youth work, health and wellbeing and employability services, giving young people somewhere to go, something to do and someone to talk to. Whilst our building and activities provide a hook for young people to initially engage with us, the relationships they develop with our team of Youth Workers ensures they return night after night. We pride ourselves as being one of the leading youth organisations in Blackburn and Darwen.

Our service to young people is focussed around a state-of-the-art, multi million pound facility that is purpose-built and remains dedicated to young people. This facility has recently undergone a 3 million pound transformation thanks to the Youth Investment Fund. This funding has allowed us to redevelop our Blackburn site to be able to offer a wider range of services for young people whilst celebrating the history of the building. Our newly developed Fusebox is the site where electricity was first generated in Blackburn. Alongside our history we also have a football pitch on our roof, this is one of Blackburn's best kept secrets!

Our services for young people are needed more than ever and despite the prevalent challenges around the lasting impact of the pandemic, young people feeling isolated and the cost of living crisis, our team continues to provide a home from home for young people.

HOW WE MADE A DIFFERENCE IN 2024

22,834

**YOUNG PEOPLE SUPPORTED BY
BLACKBURN & DARWEN YOUTH ZONE
SINCE IT OPENED ITS DOORS IN 2012**

17%

**YOUNG PEOPLE WITH
ADDITIONAL NEEDS**



27,095

FREE HOT MEALS TO YOUNG PEOPLE

YOUNG PERSON QUOTE

"Youth zone has helped me
make more friends."

493

SESSIONS HELD

66,478

ATTENDANCES

Per annum

1,446

NEW MEMBERS IN 2024



576

**YOUNG PEOPLE
SUPPORTED INTO
EDUCATION,
EMPLOYMENT OR
TRAINING
(SINCE THE LAUNCH
OF YOUTH HUB IN
2021)**

13,337

**ENGAGEMENTS IN MAKER
ZONE (STEM)**

26,639

ENGAGEMENTS IN SPORTS

8,160

**ENGAGEMENTS IN HEALTH &
WELLBEING**

YOUNG PERSON QUOTE

"I wouldn't be where I am now if I didn't
have the support of the Blackburn
Youth Hub. Through 1-Is they have
given me the opportunity to gain my
confidence back and they have helped
me push my limits even further and got
me out of my shell."

KEY ACCOUNTABILITIES

- Deliver targeted employability programmes for NEET and at-risk young people aged 14–25
- Support young people through tailored 1:1 interventions and group sessions
- Monitor and report on outcomes, progression, and impact against KPIs
- Collaborate with employers, training providers, and partners to open up progression routes
- Maintain accurate records and ensure compliance with safeguarding and contractual requirements
- Contribute to a culture of aspiration, support, and continuous improvement

DUTIES AND RESPONSIBILITIES

- Help young people progress into positive destinations (EET)
- Support participants in work experience, training, or education—including aftercare and mentoring
- Conduct initial assessments and identify individual needs
- Input and manage data on attendance, development, and outcomes; support reporting requirements
- Share responsibility for team performance around recruitment, engagement, and retention
- Support participant signposting and referrals to specialist support (e.g. housing, wellbeing, etc.)
- Keep up to date with labour market changes, professional standards, and local opportunities

MEASURABLE OUTPUTS AND BEHAVIOURS

OUTPUTS (KPIs & TARGETS):

- **Minimum of 70% of caseload** progress into education, employment, or training
- **Minimum of 85% retention** of young people once engaged on programme
- **Minimum of 85% of referrals** convert into active engagement on programme
- **100% of young people** receive an individual action plan and regular reviews
- **Accurate records** maintained on CRM system within 48 hours of delivery or contact
- **All safeguarding, risk assessment, and compliance** actions completed in line with policy

- **At least 1 external progression opportunity** facilitated per young person (e.g. employer visit, course enrolment)
- **Quarterly reporting** completed on time, to required standard

EXPECTED BEHAVIOURS:

- **Empowering:** Champions young people's potential and maintains a strengths-based approach
- **Accountable:** Delivers against commitments, follows through on actions, and owns results
- **Solution-focused:** Responds to barriers with practical, positive action
- **Collaborative:** Works effectively with colleagues and external partners to support progression
- **Professional:** Maintains confidentiality, boundaries, and represents the Youth Zone with integrity
- **Reflective:** Seeks feedback and engages in continuous learning and improvement
- **Inclusive:** Promotes equity, diversity, and access for all young people

SAFEGUARDING AND COMPLIANCE.

- Ensure the charity has a robust approach to risk management, including person centred risk assessment and risk management processes
- To understand and adhere to BYZ policies and procedures and ensure all staff and volunteers are responsible for doing likewise.
- To promote social integration and inclusion, and proactively challenge any prejudice and discrimination.
- To keep updated with any new legislation, policies and procedures related to primary years

PERSON SPECIFICATION

EXPERIENCE ESSENTIAL

- Experience of providing high quality coaching support that ensures learners access employment, education or training
- Able to build a learners/job seekers self-confidence, self-esteem, motivation to help them achieve in the world of work and lasting employment/career development
- Identifying skills and qualities in a learner to match appropriately with vacancies
- Progressing learners and job seekers into education, employment or training and apprenticeships and sustaining them in these

- Ability to build and maintain strong working relationships with referral partners to ensure a constant flow of new referrals
- Experience of providing high quality coaching support that ensures learners access employment, education or training
- Able to build a learners/job seekers self-confidence, self-esteem, motivation to help them achieve in the world of work and lasting employment/career development
- Identifying skills and qualities in a learner to match appropriately with vacancies
- Progressing learners and job seekers into education, employment or training and apprenticeships and sustaining them in these

DESIRABLE

- Experience of providing high quality CV, job search, interview support to learners/job seekers
- Experience of delivering services in the employability sector
- Experience of providing high quality CV, job search, interview support to learners/job seekers

EDUCATION/TRAINING/QUALIFICATION

ESSENTIAL

- Relevant professional qualification
- First Aid

DESIRABLE

- Five GCSEs or equivalent at Grade C or above
- IAG Level 3
- Coaching qualification

SKILLS

ESSENTIAL

- Strong commitment to young people and ability to engage and build positive relationships with disengaged young people
- Ability to identify and challenge discrimination and discriminatory behaviour, taking appropriate action as necessary
- Good organisational skills
- Ability to plan, monitor, evaluate and prioritise work through setting realistic targets
- Ability to coach others and bring out the best in them
- Ability to build trusted networks and liaison with relevant partner agencies

DESIRABLE

- Ability to lead and motivate a team of part-time staff and volunteer

KNOWLEDGE

ESSENTIAL

- Knowledge of approaches including those relating to coaching, emotional intelligence that ensure people are well prepared for the world of work
- Principle of effective youth work practices
- Knowledge of the issues affecting young people
- Knowledge of monitoring and reporting on key Performance Indicators in relation to project delivery and contractual obligations from funders and commissioners

DESIRABLE

- Knowledge of compliance on ESF contracts
- Co-active coaching

PERSONAL QUALITIES

ESSENTIAL

- Patience, tolerance and flexibility
- Desire to develop and undertake training as required
- Embody BYZ values
- Outcome and target driven
- Creative and enthusiastic
- Happy to work flexible hours

Selection criteria for guidance only, alternative methods may be used to assist the selection process

Values based Practice:

All staff are expected to demonstrate behavioural competencies that reflect our organisational values in their day-to-day work, and in how they build positive, respectful relationships with young people, colleagues, and external stakeholders.

Safeguarding:

Understanding of safeguarding procedures and best practices when working with young people (Essential). Staff are expected to demonstrate behavioural competencies aligned with our values, acting with integrity, professionalism, and respect, and contributing to a positive, responsible, and safeguarding-focused culture.

BENEFITS



FREE GYM ACCESS



33 DAYS HOLIDAY
(INCLUSIVE OF BANK HOLS)



WELLBEING SUPPORT



FLEXIBLE WORKING



BIRTHDAY DAY OFF

WORKING HOURS

The hours of work are those necessary to fulfil the requirements of the position. This will involve working unsocial hours in evenings and at weekends during Youth Zone sessions or at events, and also working during the day.

HOW TO APPLY

Blackburn & Darwen Youth Zone is committed to the safeguarding of young people. In accordance with our Child Protection and Safeguarding procedures, this position requires an enhanced DBS check.

The strength of OnSide Youth Zones comes from the diversity of the people within our vibrant network. We are proud that our Youth Zone team reflects the communities we serve, and we value people working together from a range of different backgrounds locally and nationally, and with different experiences, all with a shared passion for boosting the aspirations of young people across the country. Diversity brings innovation, fresh ideas and creativity, and we actively strive to create a culture that is truly inclusive and fair for all and where everyone in the team can be themselves and thrive. The Youth Zone welcomes applicants from all sectors of the community.

To apply, send your CV and cover letter via the Indeed [HERE](#)



**Our HEART values are at the
core of everything we do.**



HONESTY



RESPECT



EXCELLENCE



TEAMWORK



ACCOUNTABILITY