

Setup Team Lead

About Nightline

Nightlines are confidential and anonymous listening services run by students, for students. They provide peer-to-peer support at night when other services are often closed. Nightline services cover over 80 universities and colleges across the UK thanks to the efforts of over 2,500 trained student volunteers.

The Nightline Association is the umbrella charity that provides support, guidance and quality assurance for Nightline services across the UK. The Association is run almost entirely by volunteers whose energy, skills and passion are the driving force of supporting and developing the Nightline movement.

About the Role

Role type:	Voluntary role, travel expenses reimbursed
Role level:	Team Lead
Location:	Remote, open to applicants resident in the United Kingdom, Channel Islands or the Isle of Man
Responsible for:	Setup team
Accountable to:	Head of Services

The purpose of your role is to lead, coordinate and support the Setup team, which sits within the Services department.

The Setup Team is responsible for:

- Setting up new Nightline services
- Assisting Nightlines in expanding their services to new institutions
- Ensuring that the Nightline setup process is up-to-date and meets the challenges and needs of those setting up a new Nightline
- Researching the higher education landscape to see where Nightlines could be opened and developed
- Supporting Nightlines who need additional support when facing an issue with their sustainability

As a Team Lead, you will be supported by the Head of Services who will act as your main point of contact and line manager. You will also have access to the support of our staff team, Trustees and other Heads of Department.

Activities and Responsibilities

- Oversee and monitor the delivery of all team projects and activities, ensuring these are meeting departmental and organisational strategy, aims and plans.
- Approve documentation and products produced by your department.
- Line manage volunteers in your team, including monthly one-to-one meetings.
- Support and supervise volunteers to ensure they carry out their duties effectively by providing clear communication, support, motivation, facilitation, supervision and leadership.
- Assist with the recruitment of new volunteers within your team.
- Appoint a temporary replacement for vacant volunteer roles in your team.
- Where necessary, apply the Association's disciplinary procedures, seeking support if needed.
- Exhibit and promote effective team working.
- Directly contribute to projects as appropriate to support your team.
- Organise and run online team meetings on a regular basis to discuss operational activities, plans and ensure oversight of team activity.
- Attend a monthly one-to-one meeting with your Head of Department to update on progress, consider new projects, report risks, issues and budget requirements.

Person Specification

	Essential	Desirable
Experience		<ul style="list-style-type: none"> • Experience setting up or expanding a Nightline or similar service • Experience managing stakeholders
Competencies	<ul style="list-style-type: none"> • Highly developed organisational, planning, delegation and communication skills • Lead, motivate, and work as part of a team • Personable, supportive, and approachable 	<ul style="list-style-type: none"> • Prioritisation across workstreams or tasks • Familiarity with Google Workspace
Knowledge	<ul style="list-style-type: none"> • Understanding of and commitment to the Association's values and to supporting and developing the Nightline community 	<ul style="list-style-type: none"> •

Commitment

As a rough guide, we usually expect Team Leads to commit to an average of 2-4 hours of volunteering per week. We always seek to promote a healthy balance with your other commitments, so volunteering can be flexible to suit your needs.

You are expected to run online team meetings roughly once a month, conduct regular one-to-ones with your team, and to keep up to date with your emails and messages on Slack. The Nightline Association also has three away days each year which you are encouraged to attend when you can.

How to apply

Instead of collecting CVs, we ask all candidates to [complete the application form](#) on our website and the anonymous [equal opportunities monitoring form](#). In your application we ask that you reflect on how you meet the person specification for the role and why you want to volunteer with the Nightline Association.

Anonymised applications will be shortlisted by a panel based on how well each applicant fits the person specification. We will contact you no more than 10 working days after the closing date to inform you whether you have been shortlisted for an interview.

Interviews are conducted over Google Meet (video call optional), usually in the evenings as the majority of our volunteers study/work in the daytime. Shortlisted candidates will be sent joining information and interview questions at least 30 minutes before the scheduled interview time.

For any queries about the recruitment process or requests for reasonable adjustments to support your application, please contact applications@nightline.ac.uk.