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Open Reference – Jane Hurst

Jane Hurst has undertaken a number of assignments supporting Richmond upon Thames with the development of its Youth Service. Consultancy has been part of the support provided for the Youth Service through a period of interim management with the post of Principal Youth Officer vacant.

Jane's recent and relevant experiences of leading the development of Youth Services and preparing a local authority youth service for enhanced inspection have been used to increase the capacity of the service.

Jane has provided support with:

- Recruitment and selection
- Professional supervision of senior youth workers
- Drafting policy documents and updating plans
- Preparation for enhanced inspection of the Youth Service

In the context of the assignments undertaken, Jane has established good links with partner agencies contributing to the development of Integrated Youth Support. She has set the development of the Youth Service in the context of the wider children's services development well.

She has shown herself to be highly reliable and manages her time effectively to meet agreed deadlines.

Jane understands the national context and drivers for Youth Services and has a clear understanding of national and regional priorities for youth work and its contribution to 'Every Child Matters' outcomes.

She draws on her strong background of service and performance management and applies this effectively in the context of integrating services to improve outcomes for young people. She has provided briefings for senior officers and councillors displaying good communication skills.



Jane is able to draw on her experience and professional knowledge to provide an accurate assessment of Youth Services against the OFSTED framework for inspection and produces sound written documents and reports, translating ambitions for improvement into appropriate action plans.

Jane has good administrative skills and is particularly effective in preparing draft reports, policies and procedures to support the day to day operation of the youth service. She is most effective in delivering results where she can draw entirely on her own resources and knowledge. Written reporting and policy documents are turned around rapidly in this context and generally produced to a good standard. She displays a good knowledge and understanding of the needs of young people, particularly vulnerable and disadvantaged young people and projects a clear vision for the response youth work should make to these groups.

Jane is prepared to challenge the way things are done and has a direct approach. She has sound coaching skills, useful when some field workers may not find it easy to accept the new ideas presented. She gives open and honest feedback and coaches staff in one to one situations effectively.

Jane takes personal responsibility for the assignments undertaken and keeps progress against the agreed brief under review with her clients. She is highly reliable and plans appropriately to meet agreed deadlines. She is resourceful and uses information and communication technology effectively.

We are pleased to commend Jane Hurst as a Specialist Youth Service Consultant.

Yours sincerely



Philip Lomax
Assistant Director
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