



Job description

Job title: Digital Communities Manager
Department: Services

Our charity

The Mix is an exciting new Charity that has had huge success with campaigns, media and events over the last 12 months. We are one of the eight charities forming the Duke and Duchess of Cambridge and Prince Harry's Heads Together campaign to end stigma around mental health and will continue to work with them on raising awareness and providing vital help for people with mental health challenges.

The Mix is a free, confidential information and support service for under 25s, making a massive difference to over 2 million young people's lives in the UK each year.

Whatever issue a young person is facing, The Mix is always there for them - online, over the phone or via social media. It connects young people to experts and their peers to talk about everything from money to mental health, from homelessness to jobs, from break-ups to drugs.

Today's young people face an unprecedented range of challenges. They are possibly the first generation worse off in physical and emotional terms than their parents. The Mix's mission is to ensure that every young person can make informed choices about their wellbeing – wherever and whenever they are: www.themix.org.uk

With a fantastic team who are passionate about supporting young people, The Mix is an excellent environment to work in.

Overall purpose of the job

To support young people through the development of online communities and interactive services.

Key areas of responsibility:

- Lead, manage and develop The Mix's online peer support for young people
- To lead on the involvement and support of young people through nurturing, building and running of online communities and interactive services
- To develop new services within online communities across The Mix
- Ensure appropriate training, management and support staff and volunteers

Responsible for:

- Community Youth Support Officers
- Apprentices, freelancers, consultants, interns, agencies and volunteers as and when necessary

Location:

- The Charity's service hub, currently in Glentworth Street, London, NW1

Main tasks and responsibilities:

- Oversee the strategic and day-to-day management of community and peer support services across The Mix
- Develop and maintain policies, procedures, rotas, schedules and other information about the services
- Ensure the implementation of appropriate safeguards and risk management processes within the community
- Communicate with users and moderate The Mix discussion boards, live chat and commenting service, answering requests and queries and providing support where required
- Oversee short and long-term planning for all user involvement, advice and support services, including writing proposals, drafting budgets, and agreeing goals and timetables

- Lead, develop and manage projects that encourage the participation and involvement of young people as deliverers and beneficiaries of The Mix's services ensuring they are delivered on time, to budget and meet The Mix's aims and objectives
- To work with colleagues across the charity to assist them to serve, reach and respond to the needs of young people, including the design of surveys, polls and other consultation with young people
- Provide insight and analysis to the charity from The Mix online communities and interactive services
- To liaise with other departments on cross-charity projects, including development to shape funding bids / reporting and the content team to maintain and shape community content
- Create and structure co-creation and consultation activities with young people to inform service development
- Oversee the recruitment, training, management and support of volunteers in the delivery of specific services and projects
- Establish relationships with partner organisations and stakeholders across relevant sectors and fields
- To represent The Mix externally, to the press and at events or forums
- To keep abreast of and promote developments in digital technologies
- To do other related duties to this role, as required

Person Specification:

Essential

- Experience and demonstrable knowledge of running online advice, support and community services including the training and management of volunteers
- Passion for working with young people and experience and knowledge of the issues they face
- Good general technical knowledge with an understanding of the opportunities associated with new technologies and online services for young people
- Excellent organisational and administration skills and able to work on own initiative and as an active team member
- Excellent people skills, adaptable and flexible in manner and approach with an understanding of how to motivate and develop staff
- Excellent written and verbal communication, as well as good listening skills with the ability to communicate with empathy and understanding
- Good planning and problem solving skills
- Experience of delivering face to face workshops with young people

Desirable

- Line management experience
- Qualification in youth work
- Understanding of the legal issues affecting digital communities and work with young people
- Knowledge of HTML and other coding languages
- Good understanding of safeguarding, confidentiality and safe working practices
- Project management experience
- Able to devise and manage monitoring and evaluation systems

Terms and conditions

Salary:	£26,500 - £30,000 per annum (depending on experience)
Contract:	This is a Permanent contract.
Pension	1% employee contribution secures 3% employers' contribution to stakeholder pension scheme.
Hours:	This post is full time Monday to Friday with 35 working hours a week. Some evening and weekend work will be required for which time of in lieu may be given.
Annual leave:	You will be entitled to 35 days of holiday pro rata, which includes the 8 Statutory Bank Holiday during each year.