



Recruitment

Digital Communities Manager



About The Mix

The Mix is a free, confidential support service for under 25s - making a massive difference to over two million young people 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.

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. We work on high profile campaigns to change attitudes and raise awareness with the likes of Daniel Radcliffe, Lady Gaga, and most recently Russell Brand. We work with TV shows like Hollyoaks to help young people understand sexual consent and big brands like River Island, Dixons Carphone and Lloyds Bank on everything from money to masturbation.

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

Vision, Mission and Values

What we do: The Mix is here to take on the embarrassing problems, weird questions, and please-don't-make-me-say-it-out-loud thoughts that people under 25 have in order to give them the best support through our digital and phone services.

Vision: To be the first point of contact for under 25s. We know that with the right skills and opportunities, you can take on anything that life throws your way.

Mission: To empower everyone under 25 in the UK with the knowledge, skills and confidence to make the right first steps in life. Life is hard, but support doesn't have to be.

Values:

- **Empowering** - we lead, we train & support, we respect, we give space to grow, we give power to chose
- **Brave** - we innovate, we pioneer, we take risks, we tell it how it is
- **Supportive** - we listen, we encourage, we care, we're understanding, we are empathetic
- **Collaborative** - we are open & transparent, we co-create, we respect, experience & expertise
- **Proactive** - we create situations, we make things happen, we get things done
- **Non-judgemental** - we do not judge, we do not criticise, we do not blame

Job Description

Job title Digital Communities Manager

Department Services

Reporting to Head of Youth Engagement

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

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

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:	£28,000 - £32,000 per annum (depending on experience)
Contract:	This is a Permanent contract.
Location:	The Mix's service hub, currently in central London, NW1.
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. Occasional evening and weekend work will be required for which time of in lieu will 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.

Benefits:

- Flexible and remote working available
- Childcare vouchers
- Eyecare vouchers
- Life assurance
- Weekly staff socials, plus Summer and Christmas Party
- Colleague of the month – awarded half a day extra annual leave
- Central London location
- Clinical supervision offered for front line services staff
- Coaching Environment
- Learning, development and training options

Employee Experience

Check out our 'Meet our Staff' Video on our YouTube channel

https://www.youtube.com/user/TheSiteVideos/featured?disable_polymer=1

Testimonials

Nadia Inwood – Volunteer Manager

I've been working for The Mix now for around 4 years as the Volunteer Development Manager. I really enjoy my role and feel lucky that I work in an organisation that really fosters a positive, collaborative working ethos. On a daily basis I get to work across teams, I really feel this has been a big plus in my personal development. I'm lucky to work with a really great team of people who are all so passionate about what they do. The Mix has some really great benefits too, including weekly socials and opportunities for the staff to get together and have fun. Being a mum of two young children, I really value the flexibility The Mix offers with my working hours. I feel able to balance work and life just a little bit better. What I love the most, is that The Mix never stands still, I'm constantly learning and developing and know I'm making a difference.



Amina Abdillahi – Youth Support Officer

Before starting at The Mix as a Youth Support Officer, I was a volunteer here for about 3 years. What I loved most about volunteering here is how warm and friendly the helpline staff were. I felt lucky that I was able to meet people from all walks of life so when the role came up, I decided to give it a go. Having been a volunteer, I adapted to some things quicker than others. Thankfully the helpline team were very supportive and I was given time to learn the skills I would need to be successful. I enjoy the opportunity to work across other teams and get involved in their projects. The office itself is social and lively, there is definitely always someone to talk to and interact with.

How to apply

To apply, please send a CV and a covering letter addressing the attributes outlined in the Job Description and Person Specification to workforus@themix.org.uk.



Have a look at our social media

