



Recruitment

London Helpline 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 Radcliff, 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 and 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: London Helpline Manager

Department: Services

Reporting to: Helplines Manager

Responsible for: Helpline staff, volunteers and freelancers

Overall Purpose of the job: Coordinate and manage a busy helpline support team providing effective services to young people.

Key areas of responsibility:

- Manage the high-quality delivery of helpline services
- Manage and support the development and improvement of helpline services
- Work with the Nottingham Hub Manager to integrate services across locations
- Line management of staff
- Project management
- Deputise for the Helplines Manager as needed
- Participate in the out of hours on call rota on a monthly basis, for which additional payment will be made

Person Specification

Person Specification:

Essential

- Experience of managing a support service and maintaining operations
- Experience of change management and service development
- Demonstrable project management experience
- Strong experience and demonstrable interest in supporting young people
- Experience and understanding of confidentiality, safeguarding and safe working practices
- Strong computer skills and ability use a variety of systems and software
- Understanding of and experience of manipulating data to identify trends and present to different audiences
- Ability to work under pressure and manage priorities
- Ability to demonstrate resilience, manage own self-care and support others to do the same
- Able to problem solve and use own initiative
- Line management experience

Desirable

- Experience of delivering helpline services
- Experience of volunteer management
- Budget management experience
- Experience of using Salesforce

Terms and Conditions

Contract:	Permanent
Salary:	£25,000 - £30,000 (depending on experience) with additional payment for participation in the On Call rota
Location:	The Charity's service hub, currently located at Glentworth Street, NW1
Pension:	2% employee contribution secures 4% employers' contribution to stakeholder pension scheme.
Hours:	This post is full time Sunday to Thursday operating on an alternating weekly rota of 09.15-17.15 and 15.15-23.15. Days and hours may be subject to review depending on service needs.
Annual leave:	You will be entitled to 35 days holiday pro rata. There is no entitlement to Bank Holidays.

Benefits:

- Flexible and remote working available
- 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 frontline 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

