

THE MIX

Recruitment Youth Participation 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 & 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: Youth Participation Manager

Department: Youth Engagement

Reporting to: Head of Youth Engagement

Overall Purpose of the job: Oversee the strategic approach and day to day management of an authentic youth engagement programme to shape the work of The Mix.

Key areas of responsibility:

- Ensure the engagement of young people to inform service delivery, public opinion and policymaking.
- Identify ways for young people to be heard at a local and national level
- Establish the infrastructure for effective youth engagement across The Mix.
- Develop a wider 'youth army' to contribute a more authentic voice to the work of The Mix
- Lead the engagement and success of our youth panel and wider youth network.
- Oversee the management and development of The Mix peer-support community
- Create, structure and lead The Mix co-creation and consultation activities.
- Manage the recruitment of targeted and specialist young people for co-creation and project work
- Ensure effective promotion and recruitment of co-creation sessions and workshops
- Develop procedures to ensure effective engagement and support of young people within teams and departments
- Support teams to access and effectively engage with young people in an authentic way
- Develop appropriate quality assurance mechanisms to ensure a consistent approach to youth participation across all departments
- Ensure young people participating in roles at The Mix have appropriate support and training
- Day to day management of the youth panel
- Oversee the recruitment, onboarding and ongoing support of a team of youth ambassadors
- Ensure the implementation of appropriate safeguards and risk management processes within the work of youth participation
- Lead, develop and manage projects that encourage the participation and involvement of young people, ensuring they are delivered on time, to budget and meet The Mix's aims and objectives
- Liaise with other departments on cross-charity projects, including development to shape funding bids
- Establish relationships with partner organisations and stakeholders across relevant sectors and fields
- Represent The Mix externally, to the press and at events or forums as required
- Any other duties as required

Person Specification

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Essential

- Qualification in Youth Work, Youth Health or similar related field to bachelor's degree level or higher.
- Significant experience of delivering face to face workshops and creative sessions with young people
- Passion for working with young people and experience and knowledge of the issues they face
- Experiencing of driving an organisational-wide change to adopt a youth-led culture
- Experience of managing an online peer-support community
- Experience and knowledge of implementing peer-support frameworks
- Experience of engaging young people to lead on the development of digital tools
- Experience and understanding of working with Government and young people to implement an approach that is youth-led to influence policy.
- Understanding and experience implementing youth governance structures
- Understanding and experience of frameworks for youth participation in other countries.
- Knowledge of youth development frameworks
- Desire to give young people the platform to shape and direct their own future
- Good understanding and experience of safeguarding, confidentiality and safe working practices across a digital service.
- Project management experience
- 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
- Excellent organisational and administration skills and able to work on own initiative and as an active team member
- Critical thinking, strategic planning and problem-solving skills
- Line management experience
- Experience of delivering online participation sessions

Desirable

- Good general technical knowledge with an understanding of the opportunities associated with new technologies

Terms and Conditions

Salary:	£25,000 - £30,000 per annum pro rata (depending on experience)
Contract:	Permanent
Location:	The Charity's service hub, currently Glentworth Street, 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.



Social Media