

**Helpline Manager**





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](http://www.themix.org.uk/)



**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 title**: Helpline Manager

**Department**: Services

**Reporting to**: Head of Services

**Overall Purpose of the job:**

Deliver and manage a team to provide effective one to one support, currently delivered by phone, webchat and email, to young people.

**Key areas of responsibility:**

* Lead high-quality delivery and development of one to one support for young people, ensuring all support channels are appropriately staffed and resourced
* Maximise the number of contacts we can take from young people in need via our multi-channel helpline, implementing new initiatives and lean practices as needed
* Project manage the migration of helpline services to appropriate systems and software
* Provide one to one support services, including contact taking and shift leading duties, when needed
* Worth with youth participation to co-ordinate and embed a young persons’ steering group to ensure user-centred service development
* Manage data-led service improvement, ensuring effectively policy and procedure is in place
* Leadership and direct line management of the helpline team, including service associates and other contractors as required
* Manage the development of volunteer roles within helpline services to maintain a volunteer led service
* Work with the youth engagement team to ensure volunteers are effectively recruited, trained, developed and retained
* Project management of helpline services projects, including reporting and funder meetings as needed
* Contribute to the development of funding proposals to enhance and extend the work of The Mix
* Be part of the safeguarding team and take part in the on-call rota, for which additional payment may be given
* Ensure all support service delivery is in line with legal, ethical, regulatory and social requirements
* Any other duties as required



**Essential**

* Experience of coordinating or managing helpline services
* Experience of improving service delivery to under 25s with a strong interest in the issues affecting them
* Experience of managing, developing and delivering volunteer-led support services
* Ability to lead a service that is continuously developing in response to service user needs; data and youth participation
* Experience of using CRM systmes and / or VCCs and trouble-shooting / resolving technical issues
* Understanding of how to motivate and develop staff
* Demonstrable understanding of safeguarding, confidentiality and safe working practices.
* Ability to manage multiple tasks simultaneously, work flexibly and able to work calmly and with patience under pressure
* Ability to maintain effective boundaries whilst delivering a service with empathy
* Self-starter with the ability to work on own initiative and as an active team member
* Project and budget management experience
* Strong computer literacy with excellent written and oral communication skills

**Desirable**

* Experience of line management
* Experience of using AWS, 8x8 or Salesforce
* Project management qualification
* Lean Thinking training



**Salary:** £26,000-£30,000 per annum pro rata (depending on experience)

**Contract:** This is a 2 year fixed term contract

**Location:** The Charity’s service hub, currently Glentworth Street, London, NW1

**Pension:** 4% employee contribution secures 4% employers’ contribution to stakeholder pension scheme.

**Hours:** This post is full-time, Monday to Friday 12pm-8pm with minimum one weekend day a month. Additional evening and weekend work may be required for which time off 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 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 front line services staff
* Coaching Environment
* Learning, development and training options