



# Recruitment

## Youth Engagement Officer



## 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](http://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 Engagement Officer

**Department:** Youth Engagement

**Reporting to:** Volunteer Development Manager

**Progression Opportunities:** This role is perfect for someone looking to build a career in youth engagement, with a clear progression and personal development plan encompassing all strands of the department.

**Overall Purpose of the job:**

This role will provide support across the Youth Engagement team to help meet their goal of making The Mix powered by young people, through volunteering, participation and leadership. The postholder will work to help The Mix retain and maximise youth involvement, through contributing to rewarding and mutually beneficial opportunities for young people.

**Key areas of responsibility:**

- Support with the recruitment, training, communication and retention of regular and ad hoc volunteers for service delivery and shaping of future work
- Maintain a positive volunteer experience across the whole journey from recruitment to on-going retention.
- Ensure a centralised point for all volunteer data *at The Mix, including* supporting the development, migration and ongoing maintenance of our volunteer portal
- Complete a regular review and update of volunteer and training resources to ensure they are up to date and fit for purpose
- Champion the voice of young people to inform service delivery, public opinion and policy, making sure to include the voices of young people from diverse backgrounds
- Support the recruitment, *retention and* development of young leaders across different opportunities at The Mix
- Support the *recruitment, retention and* development of a wider 'youth army' to contribute to an authentic voice throughout the work of The Mix in a supportive and empathetic way.
- Promote The Mix's youth participation opportunities to the wider youth sector, encouraging other youth services to refer young people to The Mix
- Co-ordinate training sessions across The Mix, including sourcing and booking external venues when required
- Support the development and delivery of The Mix training programmes, delivering on and offline training sessions with staff, young people & volunteers.
- Create e-learning courses, supporting the development and completion of accredited training
- Contribute to the planning, logistics *and delivery* of youth engagement activities
- Provide support through The Mix's services as required
- Any other duties as required

## Person Specification

### Person Specification:

#### *Essential*

- Understanding of how to recruit, motivate and retain volunteers for on-and offline opportunities
- Experience of delivering face to face and online training with adults or young people
- Understanding of online learning management systems, ideally with experience of developing or delivering online courses
- Experience of giving young people the platform and / or opportunity to shape and direct their own future
- Excellent written and verbal communication, as well as good listening skills with the ability to communicate with empathy and understanding
- Good organisational and administration skills and able to work on own initiative and as an active team member
- Ability to develop trust with others and understand what motivates them
- Has a positive attitude towards, and when engaging with, young people
- Ability to communicate effectively online
- Ability to motivate and maintain engagement with volunteers
- Excellent people skills, adaptable and flexible in manner and approach
- Passion for working with young people and experience and knowledge of the issues they face
- Confident using Microsoft Office, databases and other online applications
- Excellent written and oral communication skills
- Availability to work evenings and weekends as required

#### *Desirable*

- Experience developing and delivering co-design and insight sessions
- Experience of database systems, particularly salesforce
- Experience of working with young people
- Understanding of link building outreach
- Experience of working in online communities including use of web chat tools
- Experience of managing, engaging and retaining volunteers

## Terms and Conditions

<b>Salary:</b>	£21,500-£25,000 per annum dependent on experience
<b>Contract:</b>	Two year fixed term contract with potential to extend
<b>Location:</b>	The Charity's service hub, currently in Glentworth Street, London, NW1
<b>Pension:</b>	4% employee contribution secures 4% employers' contribution to stakeholder pension scheme.

**Hours:** This post is full time Monday to Friday with 35 working hours a week. Regular 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
- 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

### 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](mailto:workforus@themix.org.uk).

