

Recruitment

DIGITAL COMMUNITY OFFICER



Job pack

Thank you for your interest in working at The Mix. This job pack should give you everything you need to know to apply for this role and what it means to work at The Mix.

In this pack you'll find:

- Our Vision, Mission and Values
- The role profile and person specification
- The benefits of working at The Mix
- How to apply for the role
- Our approach to equality and diversity and the Equality and diversity monitoring form
- Contact details form

If you want to chat about the role or need further information, you can contact by emailing workforus@themix.org.uk



About The Mix

The Mix is the UK's leading digital charity for under 25s, reaching over 6 million young people each year. Whatever issue a young person is facing, The Mix is always there for them - via our website, over the phone or via social media. Our support is free, confidential, and anonymous and can be accessed wherever young people are.

We connect young people to experts and their peers to talk about everything from money to mental health, homelessness to jobs, break-ups to drugs and more. No topic is out of bounds, and we are completely non-judgemental.

The Mix's mission is to empower every young person to make an informed choice about their wellbeing; whether that's through our peer-led and moderated community, multi-channel helpline, counselling service, crisis support messenger or our range of support content.

We aim to put young people at the centre of everything we do; we use our service data and collaborate with under 25s to inform every aspect of our services and our wider work. We use youth voice work to share a platform with young people and put their views and experiences at the centre of the conversation.

The Mix's Digital Community

The Mix's digital peer community are designed specifically with young people in mind. At The Mix we understand the importance of creating a fun and supportive space where young people can connect with others going through similar experiences.

Our moderated community provides a safe and anonymous environment across range of channels, including social media, anonymous forums, and group chats. Our community hosts a wealth of valuable resources, including informative content, fun activations, opportunities to connect with others and a wide range of volunteering and youth voice opportunities.

Our vision

We want to make life easier for young people to navigate. In other words, we want to help them figure out what the hell is going on.

We believe young people are amazing, talented, and resourceful. We need them to fulfil their potential as part of our society and as our future leaders.

Our mission is that every young person should be able to make informed choices about their physical and mental wellbeing to ensure they live better lives.

Our objective: is to become the first point of contact for any person seeking help or information on any subject, wherever and whenever they need it.



Role Description

Role:	Community Officer
Reporting to:	Community Manager
Department:	Youth Engagement

PURPOSE OF THE ROLE:

As a community officer you will be responsible for the day-to-day delivery of The Mix's online community across social media, discussion boards and group chats. You will work within a team to establish a fun, inclusive, and supportive space for young people. Your daily tasks will involve supporting young people to create content, run activities, moderate the community, and provide peer-to-peer support. Additionally, you will supervise group chats and handle safeguarding concerns with empathy and attentiveness as they arise.

KEY AREAS OF RESPONSIBILITY:

Community engagement & development

- Deliver the day-to-day activities on The Mix's online community across all channels including supporting young community moderators, activators, content creators and peer supporters, leading on moderation, facilitating peer support and responding to direct messages across all platforms.
- Supervise & moderate community events such as group chats, live Q&A's and youth voice activities.
- Ensure a positive culture of peer support is embedded within the community through thoughtful campaigns, content, conflict resolution and empowering young people.
- Work collaboratively with our content and digital marketing team and partner organisations to deliver a high-quality service.
- To be focused on the continuous development of The Mix's community; by attending training events, being aware of best practice within the sector and cascading learning to staff, volunteers, and community members.
- To involve community members in the design and evaluation of the community and using this to adapt and amend practices to deliver the best community experience for all.
- To be first point of contact for both community members and volunteers, this includes oversight of direct messages, comments, community inboxes & moderator check-in spaces across all channels.
- Work within The Mix's safeguarding policies and procedures to keep young people safe across all platforms.



Volunteering engagement & development

- Work with the senior engagement and training officer to encourage young people in the community into voluntary roles, to assist with training and take the lead on supporting them in their voluntary roles.
 - To monitor and give feedback to volunteers about their contribution to ensure a high-quality service, continuous volunteer development & a positive volunteering experience.
 - Support with rota management of volunteers
-
- Any other duties as required.

PERSON SPECIFICATION:

Essential

- Excellent active listening skills: including the ability to listen, reflect and empathise with vulnerable young people and the ability to communicate this through written forms.
- Strong interest and passion for supporting, empowering, and developing young people.
- Strong interest in working digitally to empower young people.
- Experience using or managing social media accounts and supporting communities across a wide range of channels (Instagram, Threads, TikTok, Twitter, YouTube).
- A passion for working in partnership young people and involving them in your work.
- A commitment to advocating for young people's voice and ideas with a drive to support and create opportunities for them to have ownership of spaces that they use.
- Ability to work within a team with professionals from a range of backgrounds drawing on everyone's experience and expertise.
- Be able to work in a fast-paced environment, complete tasks and know how to prioritise your workload.
- Excellent organisation and administration skills with high attention to detail.
- Excellent written and oral communication skills.

Desirable

- Experience of working in online communities and using online moderation tools.
- Experience in group facilitation and training. [00]
- Experience of recruiting, managing, engaging, and retaining volunteers. [00]
- Understanding of the legal issues affecting online communities.
- Experience of working within safeguarding frameworks
- Good technical knowledge ideally including at least a basic knowledge of HTML.
- Any additional social media skills such as social listening, reporting and content creation.



TERMS AND CONDITIONS:

Salary:	£24,000
Term:	1-year fixed term with the opportunity to extend.
Location:	London based. Hybrid arrangement of home and office working.
Pension	4% employee contribution secures 4% employer's contribution to stakeholder pension scheme.
Hours:	This post is full time 35 working hours per week. (Tuesday – Saturday). The service operates from 10am until 10pm, and this role would be a mixture of day and evening work agreed in advance through a rota system.
Annual leave:	You will be entitled to 35 days of holiday pro rata, which includes the 8 Statutory Bank Holidays during each year.
Benefits:	Flexible and remote working available. Clinical supervision offered for front line services staff Coaching Environment Learning, development, and training options Employee Assistance Programme Weekly staff socials, plus Summer and Christmas Party Colleague of the month – awarded half a day extra annual leave. Life assurance Eyecare vouchers Tickets for Good – Free and discounted tickets for NHS workers and Charities Central London location



HOW TO APPLY:

In line with our efforts to improve equality and diversity in our sector, The Mix uses blind recruitment to ensure candidates from all backgrounds are considered on their skills and potential. **No CVs please.**

Please send a short summary of your relevant experience (up to 300 words) and answer the following questions to help us assess your suitability for the role:

1. **Tell us about your experience of building & supporting online communities either in a professional or voluntary/ personal capacity? (Max 250 words)**
2. **What do you think are the elements which make a great community on social media? (250 words)**
3. **How would you ensure that young volunteers are recruited and retained effectively to help grow a youth-led service? (Max 250 words).**

All applications should be sent to workforus@themix.org.uk

workforus@themix.org.uk



HR Statement

The Mix is committed to ensuring that we have a diverse workforce, which reflects the diversity within society and especially the young people who use our services. Not only is the right thing to do, it also values, celebrates, and recognizes the contribution that diversity can offer to the young people we support, and the staff and volunteers who make up our team at The Mix. We want to take down barriers and actively present opportunities to a wider and more diverse range of people. We are committed to creating safe and fair spaces for all by suitability accommodating different people's needs. This is outlined in our equality policy.

We are seeking applications from individuals with a diversity of experience, backgrounds, and perspectives. We particularly welcome applications from people aged between 18-25years. We also encourage those who may not have formal qualifications but who offer valuable life experience.

The Mix needs your help and co-operation to enable it to do this. Filling out this form is voluntary; however, the information will help us to review our recruitment process and ensure we are sticking to our diversity goals. This form is completely anonymous and has no bearing on our shortlisting process. Hiring managers will have no access to this information and this form is kept separately from your application."

The information that you provide will be held in line with our privacy policy here: <https://www.themix.org.uk/about-us/privacy-policy>



Contact Details

Name:	
Preferred pronouns:	
Mobile number:	
Email Address:	
1 st Reference:	
2 nd Reference:	

