

Job Title: Youth Engagement Manager (Glasgow)

Role Reports To: Delivery Leader for Glasgow and the West

Direct Reports: None

Job Family: 3 - £24,000 FTE

Department: Delivery

Overview

Volunteering Matters is a national volunteering and social change charity. We use the unique power of volunteering to resolve some of the UK's most pressing social issues.

ProjectScotland has recently merged with Volunteering Matters, by merging and taking a place-based approach – shaped by local knowledge, energy and understanding – more people in local communities will be supported to overcome the challenges they may face.

ProjectScotland gives young people the chance to learn new skills, and the chance to get on in life through volunteering opportunities and milestone achievements.

The Covid-19 pandemic is anticipated to have a disproportionate effect on the employment prospects of our young people aged 16-24. As a result, the Scottish Government is introducing the **Young Person's Guarantee**.

The **Young Person's Guarantee** aims to ensure that all young people can access employment, education, training, or a volunteering opportunity for 12-24 months to help them succeed in following their chosen career pathway.

Role Purpose

The project supports the Scottish Government's key priority under the Guarantee of providing employability support and formal volunteering opportunities to young people in Scotland between the ages of 16 and 24 years who are facing significant barriers to obtaining employment.

As our Youth Engagement Manager in Glasgow, you will support people who engage with our service and identify and support any barriers or challenges highlighted by them.

You will identify, develop, and manage partnerships with charitable and not-for-profit organisations across Glasgow and the surrounding areas.

You will create diverse, high-quality structured volunteering opportunities with partner organisations, ensuring that roles reflect the needs and interests of the various people who want to volunteer.

Additionally you will create, develop and manage partnerships with referral partners across the third sector, with the aim of generating referrals of young people suitable for the programme.

Key Duties & Responsibilities

- To meet specified annual targets in supporting volunteers, and achieving positive outcomes for all volunteers engaging on the project.
- To develop and maintain excellent relationships with charity partners and local referral partnerships who both refer and host people who could benefit from our services.
- To identify and develop relationships with new partners to provide additional volunteering opportunities as required.
- To research and engage with partners to provide required coverage of placement sector and geography.
- To manage the risk assessment, quality assurance and audit of partners as appropriate.
- To manage all elements of the volunteer experience from application to completion of their volunteering opportunity, and beyond.
- To speak directly to volunteers and understand their wants, needs and aspirations and determine the best opportunity for each volunteer.
- To lead on the monitoring and evaluation of projects and the volunteer/partner experience.
- To ensure all the above is done with excellent record keeping, in accordance with compliance requirements of the funder.

Person Specification

Skills

- A sound and comprehensive understanding of the particular challenges and barriers people face in entering and sustaining employment.
- Understanding of how to assess the needs of an individual using a person centered approach.
- Strong organisational and IT skills.
- Customer-focused with an ability to have strategic conversations with key partners one minute and talk to a young nervous potential volunteer the next.
- Ability to manage a busy workload of volunteer applications and prioritise accordingly.
- Attention to detail and a willingness to accurately record all interactions.
- Experience of project management and working to deadlines.

Experience

- Significant expertise in working directly with people to address the barriers they face to employment; as well as in effective joint working with a variety of partners and agencies with whom young people engage and can be supported.
- Demonstrable relationship management experience covering a wide range of stakeholders.
- Experience in using a customer relationship management system.
- Experience of project management and working to deadlines.
- Proven ability to communicate effectively through various types of media.

Qualifications

Relevant experience and values alignment is more important for this role than specific qualifications

Other

The post will be home based with frequent travel to Glasgow and the surrounding areas. Internet access to enable remote working is a requirement.

IT equipment and infrastructure will be supplied. Post Covid-19 and in accordance with any social distancing guidelines there may be an expectation to travel across Scotland to engage with colleagues, volunteers and beneficiaries.

This role requires membership of the PVG (Protection of Vulnerable Groups) scheme. Having a conviction will not necessarily cause a bar to employment.

Our Values & Ways of Working:

In all that we do, we embrace a philosophy of 'Freedom within a Framework' and are guided by our values:

Empowering, Inclusive, Compassionate, Positive & Straightforward.

This job description is intended to include the broad range of responsibilities and requirements of the post. It is neither exhaustive nor exclusive but while some variations will be expected, these will be at an appropriate level for the role.