  

**Job Title: Youth Engagement Manager (Aberdeen)   
Fixed Term Contract for 12 months**

**Role Reports To:** Delivery Leader for Tayside, Highlands and Grampian  
**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 bring people together and build stronger, more resilient communities across the UK.   
  
We bring people together to resolve some of society’s most complex issues. From social isolation and loneliness; improving health and wellbeing; building skills, confidence and opportunity and ensuring young people can become change makers in their community, the impact that we make is great.   
  
And we won’t stop until everyone in the UK has the opportunity to thrive.

Since April 2021, the charity ProjectScotland is now part of the Volunteering Matters family. ProjectScotland gives  
young people the chance to learn new skills and to get on in life through volunteering placements and mentoring opportunities.

# Role Purpose

We are delighted to be working in a fresh initiative in partnership with Aberdeen City Council to support their “virtual school” initiative for care experienced young people, providing them and other young people in Aberdeen with opportunities to take part in volunteering placements and mentoring support as part of a pathway to improving their lives, and life chances.  
  
We are therefore looking for a talented, dynamic and professional Youth Engagement Manager to join our team. The right candidate would be someone who can work flexibly and demonstrate an understanding and commitment to our organisational values. You will be leading the work to establish our presence in Aberdeen, working with the local authority education, social work, and employability teams to identify young people who might benefit from the programme and designing our contribution to the work.   
This will require strong leadership, and the ability to build partnership, and collaborating positively to add value to existing provision.   
  
As our Youth Engagement Manager, you will directly support young people with complex and challenging barriers to securing a positive pathway from school. This will include barrier identification and removal, supporting pre volunteering activity as well as volunteering placements in their local area. Young people will also be supported by a dedicated ProjectScotland volunteer Mentor, and post placement, your role will be to support a positive bridge to further employability programmes or opportunities.

You will identify, develop, and manage partnerships with charitable and not-for-profit organisations across Aberdeen and the surrounding areas, building an effective presence within the third sector interface, and across its networks. You will create diverse, high-quality, structured volunteering opportunities with partner organisations, ensuring that volunteering roles reflect the needs and interests of young people. You will also support the creation of strong referral pathways into our service, and beyond it, building on a knowledge of existing provision.

**Key Duties & Responsibilities**

* To meet specified targets in supporting young people, achieving positive outcomes for all
* To work on to one with care experienced and other young people to identify the barriers they face, and provide support and strategies to overcome them,
* To engage directly with young people to understand their wants, needs and aspirations and determine the best opportunity for each to volunteer, and provide the support they need in advance of volunteering
* To work alongside ProjectScotland mentoring team to ensure young people have the opportunity to benefit from the experience and skills of a dedicated volunteer mentor if appropriate
* To manage all elements of the young person’s experience from application and induction to completion of their volunteering opportunity, and beyond
* To develop and maintain excellent relationships with the third sector interface, charity partners and referral partners
* To identify, create and develop relationships with new partners or agencies 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 processes as appropriate
* Ensure monitoring, impact and evaluation information and data is collected and that the project meets it’s agreed targets, reporting format and schedule. Assist the Delivery Leader by preparing reports to funders
* To ensure all the above is done with excellent record keeping, in accordance with compliance requirements
* Promoting and representing Volunteering Matters and ProjectScotland across the region
* Contribute to the wider Volunteering Matters and ProjectScotland staff teams, upholding our values at all times

**Person Specification**

# Skills

* A sound and comprehensive understanding of the particular challenges and barriers that young people face, particularly those who are care experienced

* Understanding of how to assess the needs of an individual using a person-centered approach

* Strong organisational and IT skills
* Excellent people skills and ability to build professional relationships with others

* 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 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 working directly with young people, particularly those who are care experienced

* Demonstratable relationship management experience with a wide range of stakeholders
* Experience in using a CRM (customer relationship management) system
* Experience of project management and working to strict deadlines
* Proven ability to communicate effectively and work as part of a team

**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 and time spent around Aberdeen City Centre 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 further 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.

**Volunteering Matters Values & Ways of Working:**

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

We are Empowering  
We are Inclusive  
We are Compassionate  
We are Positive   
We are Straightforward

**N.B.** This job description is not an exhaustive list of tasks, but is a guide to the key duties of the post. The post-holder is expected to take on any other duties from time to time which are reasonably required by their manager.

  