

JOB DESCRIPTION

Youth Engagement Manager
35 hours per week, Permanent contract

Role Reports To: Delivery Leader for Edinburgh, Lothians and Forth Valley
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 support young people to get on in life using the power of volunteering. We support young people, including those facing multiple barriers or disadvantage, to achieve positive outcomes for their future.

We provide young people with personalised emotional and practical support, meaningful and supported volunteering opportunities through charity partners, and access to a reliable and positive Volunteer Mentor.

Role Purpose

We are looking for a talented, dynamic, and professional Youth Engagement Manager to join our team in Edinburgh and the Lothians. The right candidate would be someone who can work flexibly and demonstrate an understanding and total commitment to our organisational values.

You will directly support young people who have complex and challenging barriers that prevent them from achieving a positive pathway towards the next stage of their lives. Your support will include barrier identification and removal, one to one employability support such as help with CV writing, job search and interview preparation, ensuring young people are volunteer ready and identifying a suitable volunteering placement with them.

You will work alongside colleagues in our Mentoring team, ensuring young people can benefit from a ProjectScotland Volunteer Mentor. You will manage and develop our partnerships in Edinburgh, West and East Lothian including with education, social work, and employability teams, to secure referral pathways into our service. You will identify and build relationships and networks with charitable and nonprofit organisations across these 3 areas who will host volunteer placements.

Key Duties & Responsibilities

- To meet ambitious targets in supporting young people, achieving positive outcomes for all
- Working 1:1 with young people, identify barriers they face and provide support and strategies to overcome them
- To provide 1:1 employability support that is tailored to the young person's personal circumstances
- 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
- To manage all elements of the young person's experience from point of referral to completion of their volunteering opportunity, and beyond
- To identify, develop and maintain excellent relationships with charity and not-for-profit partners in Edinburgh and Lothians, as well as referral partners and agencies
- Ensure diverse, high quality volunteer roles are available that reflect the needs and interests of young people
- 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 its 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. This includes the use of Salesforce CRM system
- 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

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.

Person Specification

Skills

- A sound and comprehensive understanding of the particular challenges and barriers that young people face
- Understanding of how to assess the needs of an individual using a person-centered approach
- Excellent organisational and IT skills
- Excellent people skills with the ability to build professional, long term 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
- Strong attention to detail and a willingness to accurately record all interactions
- Creating, coordinating and supporting proper reporting channels around contract compliance
- Experience of project management and working to deadlines

Experience

- Significant experience working directly with young people, particularly those who face challenges and barriers
- Demonstratable relationship management experience with a wide range of stakeholders
- Experience in using a CRM (customer relationship management) system
- Experience of project management, achieving high targets 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 based from our Edinburgh office at Montgomery Street Lane, or locally home based. If working from home, internet access to enable remote working is essential.

IT equipment and infrastructure will be supplied. Post COVID-19 and in accordance with any social distancing guidelines there will be an expectation to travel and spend time across Edinburgh and the Lothians, to engage with beneficiaries, volunteers and colleagues.

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

Terms and Conditions

£24,000 full time. Start date August 2021, Permanent contract

Volunteering Matters offer flexible working by default as well as an unlimited annual leave policy, cycle to work scheme and employee season ticket loan.

Pension: Contributory Flexible Retirement Scheme
Life Assurance: Cover for death in service 3 times annual salary at no cost to the employee.

Equal Opportunities

Volunteering Matters is committed to Equal Opportunities. As users of the disability symbol, we guarantee to interview all disabled applicants who meet the minimum criteria for the vacancies.

As an organisation which prides itself on inclusiveness, we aim to make our recruitment process as accessible as possible. Therefore, if you would prefer to submit your expression of interest in a way other than a supporting statement, please contact us to discuss what would work best for you.

To Apply

Send your CV, a supporting statement and a recruitment monitoring form to:
join@volunteeringmatters.org.uk

Your supporting statement is of equal importance to us as your CV and is a key part of our shortlisting process. It is an opportunity for you to outline your experience and credentials directly to the details of the post.