**Job Title: Youth Engagement Manager (Highlands)   
35 hours per week, Fixed Term End June 2022**

**Role Reports To:** Delivery Leader (Tayside, Highlands & Aberdeen)   
**Direct Reports:** None  
**Job Family:** 3 - £24,000 FTE  
**Department:** Delivery

**Overview**

Volunteering Matters is a national volunteering and social change charity. We harness the unique power of volunteering to bring people together and build stronger, more resilient communities across the UK.   
  
By bringing people together, we aim to resolve some of society’s most complex issues and have a real impact in communities. From tackling social isolation and loneliness; improving health and wellbeing; building skills, confidence and opportunities; and ensuring young people can become change makers in their community.  
  
And we won’t stop until everyone in the UK has the opportunity to thrive.

In April 2021, the Volunteering Matters family grew to include ProjectScotland, who work to support young people to get on in life, through 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 the Highlands. 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 in the Highlands 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, and ensuring young people are volunteer ready and identify a suitable volunteering placement with them.   
  
You will also work alongside colleagues in our Mentoring team, ensuring young people have the opportunity to benefit from a ProjectScotland Volunteer Mentor.   
  
You will manage and develop our networks and relationships in the Highlands including within education, social work and employability teams, to secure referral pathways into our service. You will identify and build partnerships with charitable and not-for-profit organisations across the Highlands 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 the 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 The Highlands, 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 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. This includes the use of Salesforce CRM system
* Promoting and representing Volunteering Matters and ProjectScotland across the Highlands
* 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

* 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

* Beneficiary-focused, and adaptable – able to go from strategic conversations with key partners to chatting with a young nervous potential volunteer

* 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**

Having a regular presence in the Highlands to work with partners and young people is essential for this role (in line with COVID restrictions). When home based, internet access to enable remote working is essential. IT equipment and infrastructure will be supplied.

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.