

**Job Title: Youth VIP Engagement Manager \* 2**

**One role covering Glasgow & the West of Scotland**

**One role covering the North and East of Scotland**

**35 hours per week, Fixed Term End March 2022, extension funding dependent**

**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. Over the past few years, ProjectScotland worked in collaboration with YouthLink Scotland, Young Scot, Scottish Government, young people across Scotland and many other local level partners to develop and publish the #YouthVIP recommendations. It is clear that COVID-19 has increased the importance and relevance of the role of young people in volunteering, social renewal and civil society.

As restrictions continue to ease, and we look to mitigate the impact of the pandemic on communities across Scotland, there are significant opportunities for young people to become more actively involved in volunteering and social action. Taking the #YouthVIP recommendations, partners will work with a specific and key focus for reimagining volunteering with young people and supporting organisations that have not previously been able to take an inclusive approach to involving young people at scale to recruit and support diverse younger volunteers effectively and safely.

### **Role Purpose**

We are looking for two talented, dynamic, and professional Youth VIP Engagement Managers to join our team, working together and with partners to deliver ambitious outcomes geared toward embedding #YouthVIP recommendations across Scotland. One role will have a focus on Glasgow and the West (including Glasgow city,

Dumfries and Galloway, the Lanarkshire's, and Ayrshire's) and the other will focus on the North and East of Scotland (including Edinburgh, Lothian's, Forth Valley, Tayside and the Highlands).

The right candidates will be people who can work flexibly and demonstrate an understanding and total commitment to our organisational values.

This role is an exciting opportunity which calls for the successful candidates to work directly with young people, to support their input and voice throughout, but also establish and maintain partnerships with National and local level partners such as the TSI network, individual TSI's, Volunteer Scotland, and Local Authorities, working closely with their counterpart. Their work will contribute toward a partnership approach to ensure understanding the journey #YouthVIP has been on thus far, the recommendations, where there are areas for development within their area/organisation, and support training and a lasting plan for youth engagement and involvement going forward.

### **Key Duties & Responsibilities**

- To meet ambitious targets in engaging organisations to attend the #YouthVIP training suite
- Work closely with training provider Get The Gen to arrange and evaluate training across the Country
- Create and manage relationships with organisations within the TSI Network
- Work closely with each other and #YouthVIP consortium partners (YouthLink Scotland and Young Scot)
- To engage directly with young people to understand their wants, needs and aspirations for youth volunteering, and how best their peers should be involved moving forward
- To work alongside partners to continue discussions and scoping of creating a framework for young people with greater/multiple barriers to inclusion
- To shape youth focused volunteering campaigns across Scotland in collaboration with partners
- 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
- Promoting and representing Volunteering Matters, ProjectScotland and the wider #YouthVIP Consortium at local and National level
- Contribute to the wider efforts of the #YouthVIP Consortium as appropriate
- 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
- Outstanding written and verbal communication skills
- 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 nervous young person
- 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
- Experience of project management and working to deadlines

### **Experience**

- Experience working with young people, particularly those who face challenges and barriers
- Demonstratable relationship management experience with a wide range of partners and stakeholders
- Experience in accurate record keeping – experience using a CRM (customer relationship management) would be useful
- 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**

Between the two Youth VIP Engagement Managers, there will be a reach of the whole of Scotland. Although home-based, regular travel will be required to engage with young people, partners, and colleagues within each post-holders appointed area. Given the wide geographical spread, a driving license and access to a car would be beneficial. All aspects of the role will of course be risk assessed, and always in line with latest COVID-19 guidance.

Internet access to enable remote working is essential. IT equipment and infrastructure will be supplied.

These roles require 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.