



**Job Title: Youth Engagement Manager**  
**35 hours per week, Permanent Contract**

<b>Location:</b>	Edinburgh
<b>Role Reports To:</b>	Delivery Leader for Edinburgh, Lothians and Forth Valley
<b>Direct Reports:</b>	None
<b>Job Family:</b>	3 - £24,000 per annum
<b>Department:</b>	Delivery

### Role Purpose

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

We're delighted to have received 3 years of funding from Baillie Gifford to support secondary school pupils in Edinburgh. During the first 12 months, we will be working in partnership with St Thomas of Aquinas R.C High School. Your role will be:

- To directly support a group of secondary school pupils, particularly those on flexible timetables, who have complex and challenging barriers that prevent them from achieving a positive pathway towards the next stage of their lives
- Provide pre-volunteering practical and emotional support to each pupil, helping to build their confidence and identify achievable goals
- Identify and build relationships and connections with charitable and nonprofit organisations across Edinburgh who will host appropriate volunteering placements for pupils
- Identify and agree a suitable volunteering placement for each pupil, leading on the practicalities to set up each placement, and provide on-going support and encouragement to pupils during their experience
- Work alongside colleagues in the ProjectScotland Mentoring team, ensuring all pupils involved can benefit from a ProjectScotland Volunteer Mentor
- Support wider volunteer engagement in the school, building the capacity of St Thomas' existing volunteering culture and supporting the development of a 'Volunteer Champions' programme



## Key Duties & Responsibilities

- To meet ambitious targets around the number of pupils supported, achieving positive outcomes for all
- Working 1:1 with pupils, identify barriers/challenges they face and provide guidance, support, and strategies to overcome them
- To engage directly with pupils 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 pupils can benefit from the experience and skills of a dedicated volunteer mentor
- To manage all elements of the young person's experience with the programme, 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
- Ensure diverse, high quality volunteer roles are available that reflect the needs and interests of pupils
- 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 Edinburgh
- Contribute to the wider Volunteering Matters and ProjectScotland staff teams, upholding our values at all times





## Skills

- A sound and comprehensive understanding of the challenges and barriers that young people face today
- 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 young person 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 Required

- 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 such as Salesforce
- 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

**Location:** A large part of your working week will be based at St Thomas of Aquins R.C High School. For the remainder of the week, you will have the opportunity to work from our Edinburgh office at Montgomery Street Lane, or at home. The postholder will require good internet access to enable remote working, and a suitable home office space. I.T. equipment and infrastructure will be supplied.

Post Covid-19 there may be an expectation to travel across the region in the role. This includes travel to meet young people, volunteers, charity partners and colleagues

## DBS/ PVG

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 & Way 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.

## Diversity & Inclusion:

Volunteering Matters welcomes all applicants and are keen to ensure our team reflects the diversity of the UK and the communities we serve. We encourage applications from disabled, LGBT and Black, Asian and Minority Ethnic backgrounds, along with candidates with any protected characteristics and from disadvantaged groups.

## Disability Confident & Reasonable Adjustments:

We guarantee to interview anyone with a disability whose application meets the minimum criteria for the role. Please provide evidence in your application, which demonstrates that you meet the level of competence required in the "Experience/Skills and attributes" section of this job description.





To be considered for a guaranteed interview or to discuss any reasonable adjustments during the process, please state this in your application or contact [join@volunteeringmatters.org.uk](mailto:join@volunteeringmatters.org.uk) for more information.

We have also committed to the following pledges which positively encompass our recruitment and selection processes and methodology: The Promise (Scotland), Show The Salary, Salary History.

### To Apply

- 1) Download our application form
- 2) Download our Recruitment Monitoring Form
- 3) Send all documentation by email to - [join@volunteeringmatters.org.uk](mailto:join@volunteeringmatters.org.uk)

*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.*

