

Interim Head of Network Engagement (Maternity Cover)

Duration: 1 Year Fixed Term Contract (Maternity Cover)

Salary: SME2, London, £45,000

Location: Flexible

Reporting to: Assistant Director of Collective Action

Department: Collective Action

Key working relationships: Collective Action Team: Youth Leadership Manager, Network Engagement Officer, Youth Engagement Officer, Network Development Lead, Policy & Public Affairs Lead, Collective Action Team Coordinator; Other: Head of Research & Impact, Research Specialist, Programme Leads, Designer, AT, Comms; Youth organisations, young people and supporters across the UK Youth Movement.

Purpose of the job

UK Youth works through networks of youth organisations, young people and cross-sector supporters to galvanise a collective movement in support of our shared vision for all young people to thrive. The Collective Action Department is at the forefront of helping to solve the lack of cross-sector understanding of how youth work makes a difference by transforming the way the system brings cross-sector leaders and young people together to share, grow expertise and solve key issues collectively.

Reporting to the Assistant Director of Collective Action, you will be responsible for developing and leading our ambitious network engagement strategy, building and managing diverse networks to grow and support the UK Youth Movement (including youth organisations and young people). You will play a key role in driving forward a step change in our approach to engaging volunteers across all areas of our work and developing ambitious plans to use digital tools to connect and sustain networks.

Excellent at relationship and stakeholder management with experience of building communities and networks using digital approaches, you will drive forward our plans to ensure that the youth sector (in all its diversity) is strengthened through effective outcomes-focused collaboration and shared learning with young people at heart.

Why work at UK Youth?

UK Youth is a leading charity that exists to ensure all young people are equipped to thrive and empowered to contribute at every stage of their lives. We work with others to ensure that the youth sector is strengthened, supported, and that provision is youth-led, evidence-informed and delivers high-quality outcomes. UK Youth plays a unique role in addressing; the lack of investment in the youth sector, the lack of cross-sector understanding in how youth work makes a difference and the limited opportunities to embed effective solutions. These factors lead to mass inequality of access to youth services for young people.

Key responsibilities

- Develop and manage UK Youth's network engagement strategy and work with colleagues across UK Youth, and the wider UK Youth movement to deliver a best-in-class customer service that enables the communities of networks to be heard, highly connected, engaged

and mobilised for positive outcomes

- Working closely with the Network Development lead, support the growth of a diverse range of networks across all UK regions, including with our national partners. Working in partnership, develop the networks to be outcomes-focused and self-led on digital platforms
- Develop mechanisms to effectively engage networks of youth organisations and young people to engage in the design and delivery of content that provides effective training, support and guidance to youth organisations, ensuring accessibility and that the diverse needs of a wide range of networks are met
- Working closely with the Outdoor Learning Department to create and engage networks that share learning, support and embed solutions in the outdoor learning community and create opportunities to work collaboratively.
- Set up and implement a new volunteer engagement strategy, developing innovative opportunities for volunteers to engage in all areas of our work and across the UK Youth Movement
- Responsible for championing the voice of young people across all our work and developing an internal culture that embeds youth participation values.

Other area of responsibilities

- Line manage, develop and motivate the Network Engagement Manager and Volunteer Engagement Manager, supporting them to achieve agreed goals and objectives.
- Develop content and strategies to use agreed digital platforms to engage and connect networks across the UK Youth Movement
- Ensure that all activity and engagement with young people complies with safeguarding legislation, policies and procedures
- Manage the scheduling of activity across project workstreams, ensuring project management processes are in place and reporting progress to internal and external stakeholders via meetings, written reports and presentations
- Maintain data and CRM of all organisations and young people who are part of the UK Youth Movement and provide regular reporting on data, insights and growth of networks within the UK Youth Movement
- Comply with data protection legislation and act responsibly on matters of data disclosure, both internally and to third parties.
- Operate within the agreed business plan and budget to ensure that the Department objectives are met, attending and participating proactively in staff meetings, team meetings and other meetings as required including 121s and annual appraisals
- Work effectively with colleagues to achieve the aims and objectives of the charity
- Manage a budget, ensuring maximum value is obtained
- Ensure strong communication within the team and across the organisation
- Build relationships with aligned organisations; identifying opportunities to work in partnership where appropriate
- Represent UK Youth at events and conferences
- Act as an ambassador for the organisation, contributing to the effectiveness of meetings, the sharing of knowledge and experience and the development of UK Youth and its profile
- Work closely with the Design and Delivery Department, and hold strong relationships with the Strategy, Research and Impact Department, Outdoor Learning Department and the External Relations Department to ensure alignment and a streamlined approach
- Undertake any other duties and reasonable requests that are in keeping with the nature of this post.

Subject Matter Expert behaviours and expectations

All staff at UK Youth will demonstrate their commitment to our mission to ensure all young people are equipped to thrive and empowered to contribute at every stage of their lives. They will also be able to fulfil the below expectations and behaviours:

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- Be committed to safeguarding principles and be willing to put the welfare of children and young people at the forefront of your work
- An understanding and belief in the inclusion of all staff, partners and young people irrespective of race, gender, sexuality, age, religion, ability, identity, and experience
- Actively promotes and embeds an understanding of equity, diversity and an inclusive culture
- Able to provide detailed feedback to direct reports on performance and development areas
- Able to mentor and develop skills in others
- Able to support others to learn from mistakes and support wellbeing
- Able to delegate work effectively and provide practical support

Person specification: Network Engagement Lead

Experience

- Experience of working effectively at a senior management level, including representing one's organisation externally, building and maintaining relationships, promoting ideas and influencing decision makers
- Experience of building diverse networks/ communities across the UK to drive positive social impact
- Experience of engaging dispersed groups of people/organisations through digital platforms, creative event experiences and people focused account management
- Experience of designing and implementing a strategy
- Experience of successfully leading a team to transform and embed new ways of working with a proven track record of inspiring and motivating a diverse team
- Experience of managing multiple stakeholders and programmes and implementing systems to share insights internally and externally
- Experience of leading cross-functional teams
- Desirable: experience of implementing delivering volunteer engagement/ management, experience of engaging/ working with young people and the youth sector

Knowledge, skills and understanding

- A sound understanding of the youth sector, the challenges faced by young people and the impact of youth work
- A good understanding of network principles to build and engage cross-sector networks to take collective action
- Strong people and volunteer management skills
- Proven ability to build and manage relationships with stakeholders at all levels including young people
- Proven ability to convey complex information in an accessible manner to a variety of audiences (including young people)
- Excellent programme management and development skills with proven ability to plan and manage multiple, projects and activities
- Strong written and oral communication, experience of writing reports
- Good knowledge of the possibilities of digital to connect networks

Personal qualities

- A pro-active approach, self-motivated and enthusiastic with very high levels of initiative, innovative and imaginative thinking
- A passion for the youth sector and strengthening the UK Youth Movement
- Robust decision-making skills
- A 'can-do' and flexible approach with the ability to adapt to changing priorities, including a willingness to travel and work irregular hours when necessary
- Inclusive, collaborative and approachable leader who has a natural authority
- Inspiring, motivating and an articulate communicator
- Flexible, with the ability to manage multiple workloads
- Be committed to safeguarding principles and be willing to put the welfare of children and young people at the forefront of your work
- An understanding and belief in the inclusion of all staff, partners and young people irrespective of race, gender, sexuality, age, religion, ability, identity, and experience
- A commitment to effective and inclusive leadership

This post is subject to receipt of two satisfactory references, an enhanced DBS check and Right to work in the UK. Please note, this job description is subject to change. With any significant change, we will ensure this is discussed with you before any final approvals and or commitments. This job description does not form part of your contract of employment. You may be required by the organisation to undertake any duties within your skills and capabilities, which the organisation reasonably considers necessary to meet business needs.

