

## Job description: #iwill Youth Engagement Officer

**Duration:** 3 months FTC

**Salary:** 03, London, £28,000

**Location:** Flexible

**Reporting to:** Youth Leadership Manager

**Department:** Collective Action

**Key working relationships:** Youth Leadership Manager, Partnerships Manager, Network Development Officer, Design and Delivery team, Project Managers, Collective Action Team Co-ordinator, Data & Impact Officer, Volunteering Matters team, #iwill partnership team, youth organisations, young people and supporters across the UK Youth and #iwill Movement

### Purpose of the job

This is a great opportunity for someone who's passionate about changing the outcomes for young people and ensuring they are at the centre of our work.

You will work across the Collective Action Department, helping to develop and deliver a range of opportunities and activities to build and engage networks of young people across the UK Youth Movement. You will develop positive relationships with youth organisations and young people across the UK Youth Movement, so that our work is driven by the voices of youth workers and young people and you will create innovative ways for young people to engage in collective action.

Involving young people in the design and delivery of UK Youth's activities and empowering them to become active citizens and create positive change is embedded throughout our work. You will be responsible for delivering a range of projects and workstreams to enable young people from youth organisations across the UK Youth and #iwill Movement to express their views and have them listened to. You will embed effective approaches to ensure there are opportunities for the young people they work with to get their voices heard at a local, national and international level and be at the forefront of decision making with policy makers.

Following a competitive process, Volunteering Matters and UK Youth have been successful in their consortium bid to deliver key support functions to enable the #iwill movement beyond 2020. You will play a key role in providing a first point of contact for #iwill Ambassadors and Champions and creating opportunities for them to have their voices heard. You will also work closely with colleagues at Volunteering Matters and the #iwill Partnership Board to engage and involve young people in youth social action opportunities.

### 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.

## Key responsibilities

- You will be responsible for supporting the engagement and involvement of young people across the #iwill Movement.
- Facilitate young people to build their skills and confidence so that young people's participation and contribution are maximised and that they are able to express their views
- Be a champion for youth engagement, adopting a young person centric approach to the work of UK Youth
- Create and deliver an inclusive engagement programme that builds awareness and understanding about the #iwill Movement with young people and enables their active involvement in it
- Work with relevant teams to promote opportunities and involvement through a range of channels and create opportunities for young people to share their stories
- Develop strong relationships through regular engagement with organisations and young people in line with the #iwill movement
- Working closely with the Collective Action Department, and Design and Delivery Team to co-ordinate a range of events and opportunities to provide opportunities for young people to engage and connect with the wider work of UK Youth
- Work closely with the #iwill Co-ordination Hub and the Evidence and Insights Lead to ensure that young people's views, experiences, and work is communicated clearly to wider stakeholders and to inform the evolution of the campaign
- Support the development and implementation of our network growth strategy in order to deliver an increase against targets
- Use agreed digital platforms to build communities and connect networks across the UK Youth and #iwill Movement
- Communicate the benefits of the UK Youth and #iwill Movement and progress against our Collective Action priorities to organisations and individuals, through a variety of channels, updates and specific marketing campaigns
- Co-ordinate a range of opportunities, content and information to share with different networks within the UK Youth and #iwill Movement.

## Other area of responsibilities

- 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
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- Build and maintain data and CRM of all organisations and individuals who are part of the UK Youth and #iwill 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
- Attend one to one meetings and annual appraisals with the Network Engagement Manager
- Professionally and positively represent the organisation at all times
- Attend and participate proactively in both internal and external meetings as required
- Work effectively with colleagues to achieve the aims and objectives of the charity
- Support organisation-wide initiatives to facilitate cross-team working
- Proactively contribute to the effectiveness of meetings, knowledge sharing and staff development
- Take reasonable care of their own health and safety and for that of others who might be affected by their work, as required by law and described in the relevant operating procedures and policies
- Undertake any other duties and reasonable requests that are in keeping with the nature of this post.

## Officer 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:

- 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 take personal accountability for key work areas and understand individual accountabilities within work areas back to inform planning and decision making
- Able to identify cause and effect relationships and take a solution focussed approach
- Able to be solution focussed in their thinking and approach

## Person specification: #iwill Youth Engagement Officer

### Experience

- Experience of working in the area of network development/ building communities of young people across the UK
- Experience and good understanding of user involvement and youth participation
- Experience of using digital platforms to build and engage networks and communities
- Experience of using CRM/stakeholder management systems to engage with networks
- Experience of understanding and communicating with different audiences
- Experience of working with young people and creating opportunities for them to lead and have their voice heard

## Knowledge, skills and understanding

- Empathy for and understanding of the needs of young people
- An understanding of Safeguarding and Health and Safety policies and practices in the workplace
- Ability to understand and communicate the needs of young people to a range of stakeholders
- Excellent written and verbal communication, including the ability to communicate effectively with external stakeholders
- Excellent time management and strong organisational skills; enabling you to handle matters efficiently and proactively
- Strong attention to detail, accurate spelling and good writing, proofing and editing skills
- IT skills including Microsoft Outlook, Excel, Word and PowerPoint
- Capable of developing, maintaining and reviewing administration systems to achieve maximum efficiency
- Discretion and judgement, and experience of dealing with sensitive information

## Personal qualities

- A pro-active approach, self-motivated and enthusiastic with very high levels of initiative, innovative and imaginative thinking
- Excellent interpersonal skills and good at developing relationships
- Good understanding of different audiences
- A passion for the youth sector and strengthening the UK Youth Movement
- Excellent influencing and persuading skills
- Absolute discretion and ability to maintain confidentiality
- Robust decision-making skills
- High-level organisation, attention to detail and time management skills
- Ability to work well under pressure
- A 'can do' and flexible approach with the ability adapt to changing priorities, including a willingness to travel and work irregular hours when necessary.

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.