

Volunteering Matters Job Description

Youth Engagement Manager

Reference Number: V577

Location: Edinburgh

Contract Type: Fixed Term – August 2026- July 2027

Hours: 28 hours – part time

Salary: £25,625 pro rata

DBS/PVG: PVG

Job Family: 3

Line Manager: Jen Finnimore, Senior Project Manager

Role Description

Volunteering Matters Brighter Futures CEC works with pupils (aged 12-18) who are care experienced or on the edge of care across the City of Edinburgh.

The project has two parts, one is to work one to one with the young people referred to the project, supporting them to experience a volunteering placement with local charitable organisations that will build their confidence and allow them to grow and learn new things in a different environment out with school.

The second part is our group work, the Youth Engagement Manager will be responsible for up to 7 small groups within schools across Edinburgh. The Youth Engagement Manager supports the young people engaged in the groups to develop and deliver a Youth Social Action project within their community.

We're looking for a patient and engaging Youth Engagement Manager to join the Brighter Futures team in Edinburgh. The right candidate would be someone who can work flexibly and demonstrate an understanding and total commitment to our organisational values and strategy.

Key Duties & Responsibilities

- To build relationships with the young people, acting in a non-judgemental way to support them through their Brighter Futures journey.

This job description is intended to include the broad range of responsibilities and requirements of the job. It is neither exhaustive nor exclusive but while some variations will be expected, these will be at an appropriate level for the role.



- Consistently role modelling and displaying Volunteering Matters organisational values
- Deliver and develop the Brighter Futures Schools programme across the City of Edinburgh, meeting ambitious targets and milestones, ensuring all young people engaged achieve positive outcomes

Develop and deliver our Social Action group work project in different schools across Edinburgh.

- Work alongside staff from residential units, parents and carers to help support building a relationship with the young people referred to our one-to-one work
- Build relationships with different high schools across area through both our group work and one to one program.
- To maintain excellent relationships with charity and not-for-profit partners in Edinburgh - ensuring diverse, high quality volunteer roles are available that reflect the needs and interests of young people.
- Establish and maintain effective working relationships with internal and external stakeholders including colleagues, volunteers, families, school staff, social work, NHS, Education partners, third sector organisations and others.
- Support the young people to complete awards and qualifications linked to their volunteering.
- To manage all elements of a young persons experience, from referral to completion of their journey
- To manage the risk assessment, safeguarding, quality assurance and audit processes as appropriate
- Ensure monitoring, impact and evaluation information is collected and that Brighter Futures meets it's agreed targets, reporting format and schedule.
- Assist the Senior Project Manager by preparing Impact Reports
- Administration tasks including maintaining effective and accessible records, the use of Microsoft Office, Teams, Zoom and other software such as Canva
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Skills / Knowledge Required

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- Excellent knowledge & understanding of the life challenges and issues that young people face in Scottish society including an understanding of “The Promise” as well as understanding of trauma informed practice.
- Experience delivering a youth work approach to young people who challenge.
- An understanding of how to assess the needs of an individual using a person-centred approach
- Excellent written and verbal communication skills including being able to have strategic conversations with partners and stakeholders one minute and talk to an anxious or unsure young people the next.
- Excellent organisational skills including strong attention to detail, the ability to manage a busy workload, and prioritise effectively
- Excellent IT skills including the use of Office 365, Microsoft Teams and other software packages including a CRM.
- Ability to think on your feet, act quickly and respond to situations as well as demonstrate common sense and initiative.
- The post holder should be non-judgemental, competent, conscientious and self-aware.
- Ability to develop and sustain relationships with a wide range of people.

Experience Required

- Significant experience working directly with young people, specifically those who are care experienced or who face life challenges
- Experience of youth work in a group setting
- Experience in all aspects of effective Volunteer Management (recruitment, training, support)
- Experience developing strong working relationships, with a range of internal and external stakeholders
- Experience of project management, achieving goals, managing a busy workload and working to deadlines
- Experience of measuring the impact of mentoring/volunteering, and understanding the results
- Understanding of and full commitment to Equality, Diversity, and Inclusion

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Qualifications Required

Relevant experience and values alignment is more important for this role than specific qualifications

Location

This role is based in Edinburgh, a large part of your hours will require you to work within the community and schools, for the other hours you will have the opportunity to work from 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.

PVG

This role requires membership of the PVG (Protection of Vulnerable Groups) scheme. We will support you to become a PVG member if you are not already. Having a conviction will not necessarily cause a bar to employment.

Experience Required

Qualifications

Relevant experience and values alignment is more important for this role than specific qualifications

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Other

e.g. location/PVG/DBS

Essential Requirements all staff

Some examples -

Understanding of Our Values

Demonstrates awareness of and alignment with Volunteering Matters' core values.
Commitment to promoting inclusion, respect, and community impact.

Teamwork and Collaboration

Works well with others and contributes to a supportive, inclusive environment.
Able to collaborate across teams and with external partners.

Commitment to Equality, Diversity, and Inclusion (EDI)

Understands the importance of EDI in all aspects of work.
Treats all individuals fairly and respectfully.

Communication Skills

- Clear and effective verbal and written communication.
- Ability to engage positively with colleagues, volunteers, and external stakeholders.

Organisation and Time Management

- Ability to manage tasks effectively and prioritise workload.
- Reliable and proactive in meeting deadlines.

Problem-Solving and Initiative

- Can identify challenges and propose practical solutions.
- Shows initiative and resourcefulness in supporting projects and volunteers.

Commitment to Volunteering and Community Impact

- Enthusiasm for volunteering and creating positive change in communities.
- Awareness of the impact of volunteering on individuals and society.

IT Literacy

- Comfortable using standard office software and digital tools relevant to the role.

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General Requirements

- Must adhere to the organisation's Code of Conduct and uphold its values at all times.
- Proficient in Microsoft 365, particularly Outlook, Teams, Word, and Excel, with the ability to manage email communications and collaborate digitally.
- Strong written and verbal communication skills, with the ability to write clearly and professionally in English.
- Able to work effectively both independently and as part of a team, managing time and priorities in a busy environment.
- For remote roles, candidates must be self-starters who can work with minimal supervision, stay organised, and remain motivated to meet deadlines and deliver quality outcomes.
- Attention to detail and a proactive approach to problem-solving and information sharing.
- Adhere to all health and safety policies and procedures, and promptly report any hazards, near misses, or incidents in line with organisational guidelines

Our Values & Way of Working

In all that we do, we are guided by our values: Empowering, Inclusive, Compassionate, Positive & Straightforward.

Disability Confident & Reasonable Adjustments

We guarantee to interview anyone with a disability whose application meets the essential criteria for the role. Please provide evidence in your application, which demonstrates that you meet the level of competence required in the Job Description under skill and experience. To be considered for a guaranteed interview or to discuss any reasonable adjustments during the process, please state this in your cover letter.

If you have any questions about current vacancies, the recruitment process, or need support, our team is here to help. Whether you're a candidate looking for more information or with an HR query, please don't hesitate to get in touch.

You can contact us directly by emailing HRPay@volunteeringmatter.org.uk, and a member of the team will get back to you as soon as possible.

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