

Drop-in Centre Manager: Job Description

Contract:	Permanent
Place of work:	Flexible (to suit us and the successful candidate, but probably 2 days a week from home, 3 days a week working from the Drop-in Centre)
Hours:	37.5 hours per week (full time) Our Drop-in Centre is open to young people Tuesday-Saturday including two evenings. This role can be flexible and can be worked Monday-Friday with occasional evening and weekend work.
Salary:	£35,500-£37,500 (dependant on experience)
Holiday:	25 days holiday plus 8 bank holidays per annum plus 1 day's leave on your birthday
Benefits:	Mobile phone, laptop, pension, 24/7 employee support from Health Assured, TOIL policy, monthly supervision and training
Responsible to:	Director of Youth Services (Safeguarding Lead)
Responsible for:	Team of Youth Workers (3 part time & 2 full time), including a Senior Youth Worker (full-time)
Required:	- Enhanced DBS check: this position will involve working directly with young people. Our recruitment checks, induction and ongoing support and clinical supervision reflect our commitment to wellbeing and safeguarding young people. - You will be required to attend mandatory training on topics including safeguarding.

Role overview

Youth Concern is seeking an experienced manager to lead our busy young people's service in Aylesbury Vale. You will be responsible for the day-to-day management of the Drop-in Centre, ensuring that young people receive high-quality, accessible support in a safe and welcoming environment. Working closely with staff, volunteers and partner agencies, you will oversee service delivery, support organisational development and play a key role in our exciting plans to relocate to new premises in 2027. This is an excellent opportunity for someone who is passionate about improving outcomes for young people and shaping the future of an essential community service.

Background

Youth Concern is an independent charity that supports 13–25 year olds in Aylesbury Vale, Buckinghamshire through our Drop-in Centre, counselling service and homelessness projects. Youth Concern's vision is that 13–25 year olds in Aylesbury Vale feel seen, safe and supported to live with confidence, purpose and possibility. Our purpose is to create spaces where young people can feel safe, be real and thrive.

Why work at Youth Concern?

- Job security – Youth Concern's been here for 40+ years and isn't going anywhere. The need for our work has never been greater.
- Our team cares as much about each other as the young people we support.
- We value diversity and lived experience. We champion equity and inclusion.
- We're a learning organisation. We encourage and support team members to develop through formal and informal training.
- Be supported by your line manager, colleagues and our 24/7 employee assistance programme.
- Feel fully equipped to do your role. From an induction, regular 1-1s and clinical supervision, to a work mobile and laptop, fly high knowing Youth Concern is helping you be the best you can be.

Youth Concern values

- Acceptance
- Safe spaces
- Transparency
- Young person focused

Equality and Diversity Monitoring

All employees have a legal and moral responsibility to ensure that Youth Concern's workplace is free from discrimination, harassment, and bullying.

Key Responsibilities

Operations & compliance:

- Lead the effective day-to-day management of the Drop-in Centre, ensuring it remains safe, welcoming and fully compliant with relevant legislation, policies and procedures

Team Leadership & Development:

- Provide inspiring and supportive leadership to a dedicated team of 6
- Work closely with the Senior Youth Worker to oversee the day-to-day service delivery, and support the professional development and wellbeing of the team
- Foster a positive, collaborative and high-performing culture

Safeguarding:

- Champion safeguarding, working closely with the Safeguarding Lead to promote a culture of continuous improvement and best practice

Senior Leadership & strategy:

- Contribute as a member of the Senior Leadership Team, helping to shape the strategic direction and long-term vision of the charity
- Support the successful transition to new premises in 2027

Person Specification

- Proven experience in a management or leadership role
- Experience supporting vulnerable young people or clients with complex needs, including managing situations and resistance to engagement
- Sound understanding of safeguarding principles, professional boundaries and confidentiality
- Strong commitment to the equality and diversity and inclusion
- Positive, proactive and flexible approach to work
- Excellent organisational skills with the ability to prioritise competing demands and manage a varied workload
- Ability to work independently and as part of a team
- Ability to assess and manage risk, ensuring a safe and appropriate environment for young people, staff and volunteers
- Strong written and verbal communication skills
- Good IT skills including Microsoft Office and experience of using databases