

Job title:	Youth Engagement Officer
Hours:	35 hours per week (flexibility in the working pattern)
Employment type:	Fixed Term (18 months)
Team:	Youth Work and Programmes
Location:	Home based (with travel to Head office or to attend meetings, events and training as required)
Line Manager:	Head of Youth Work and Programmes
Direct Reports:	None

Accessibility: if you need this document in an alternative format, please contact hr@teenagecancertrust.org.

About this role:

This role plays a vital part in ensuring the principles and values of youth work are embedded across the organisation through demonstrating value in youth voice as well as support to direct and indirect delivery of youth work programmes. Providing high-quality coordination, administration and engagement support, the postholder will support both the direct and indirect delivery of youth work programmes. This will be done through planning and coordinating events, communicating with frontline staff and helping to create meaningful opportunities for young people to influence services, shape activities and share their experiences. Working closely with young people, volunteers and colleagues, they will coordinate meetings, events, communications, feedback and reporting, while maintaining effective systems and processes that underpin programme delivery. Through strong organisation, relationship-building and attention to detail, the role will help translate young people's insights into action, enhance the quality and impact of youth work provision, and contribute to the delivery of Teenage Cancer Trust's strategic priorities and values.

We have a flexible work culture, speak to us about how you can do this job flexibly.

What you'll be doing:

Planning and organisational skills

- Coordinate the planning and delivery of youth participation meetings, events and residential activities, ensuring all logistics, resources and communications are organised effectively and advising on improvements where appropriate.

- Coordinate the planning and delivery of YSC meetings, events and Youth Work programme deliverables, ensuring all logistics, resources and communications are organised effectively, advising and taking ownership of improvements where appropriate.
- Monitor YSC network, event and Youth Participation inboxes acting as the central communication point for the organisation, creating formulated responses and triaging where necessary.
- Maintain and improve schedules, documentation and administrative processes that support the smooth operation of youth engagement programmes and activities.
- Coordinate and deliver communications to the Youth Advisory Group and YSC networks with updates and opportunities in line with team plans.

Financial resources

- Support the administration of participation and youth work activity budgets through arranging travel, accommodation, venue bookings and the distribution of participant expenses or vouchers in line with organisational procedures.
- Monitor and process expenditure associated with engagement activities, ensuring accurate record keeping and value for money.
- Monitor financial records from Youth Support Coordinators updating internal and NHS Trust finance teams.

Non-financial resources

- Maintain accurate records, participation data, feedback and engagement information to support and improve reporting, evaluation and continuous improvement in line with policies and procedures, particularly focusing on safeguarding and GDPR guidelines.
- Develop and manage resources, meeting documentation and communications that enable young people, volunteers and colleagues to participate effectively.

Freedom to act

- Work independently to manage competing priorities and deliver agreed activities, seeking guidance on more complex issues where appropriate.
- Apply organisational policies, procedures and safeguarding requirements while identifying opportunities to improve ways of working.

Analytical judgement

- Gather, review and interpret feedback from young people, volunteers and stakeholders to identify themes, trends and opportunities for improvement.
- Analyse engagement and survey information to support recommendations and inform decision-making across youth participation and youth work activities.

Overall business impact

- Develop strong relationships with youth work teams in order to support and coordinate delivery of direct and indirect youth work activities.
- Enable young people's voices to be heard and reflected across the organisation by supporting engagement, consultation and feedback mechanisms.
- Contribute to the delivery of Teenage Cancer Trust's strategic objectives by ensuring participation activities are accessible, well-coordinated and impactful.

You may be asked to undertake any other duties that are commensurate with the post as requested by your manager and you must carry out the duties of post in accordance with Teenage Cancer Trust policies and procedures.

What you'll bring to the team:

Essential skills and experience

- Excellent written and verbal communication skills, with the ability to adapt communications for different audiences and build positive working relationships.
- Experience providing high-quality administrative, coordination or programme support within a busy environment.
- Experience organising meetings, events, projects or activities, including managing logistics, documentation and communications.
- Experience producing accurate and professional written materials such as agendas, minutes, briefings, reports or presentations.
- Experience maintaining databases, systems or records, ensuring information is accurate, up to date and handled confidentially.
- Experience managing competing priorities and working to multiple deadlines with strong attention to detail.
- Experience gathering, collating and presenting feedback, information or data to support decision-making and continuous improvement.
- Ability to work collaboratively with a range of stakeholders, including colleagues, volunteers, young people and external partners including the NHS.
- Confidence using digital systems and Microsoft Office applications to support communication, reporting and administration.
- Understanding of, and commitment to, the principles of youth work and youth participation, inclusion and creating positive experiences for young people.

Desirable skills and experience

- Experience of working directly with young people and supporting youth voice, participation or co-production activities.
- Experience coordinating residential events, conferences or group activities.
- Experience supporting volunteers or volunteer-led programmes.
- Experience using survey, engagement or feedback platforms.
- Experience creating presentations, engagement materials or digital communications.
- Knowledge of the charity, health or youth sectors.

Safeguarding Commitment

Teenage Cancer Trust is committed to safeguarding and promoting the welfare of young people and adults at risk. We expect all staff and volunteers to share this commitment and to contribute to creating a safe and inclusive environment for everyone we work with.

Disclosure and Barring Checks (DBS)

At Teenage Cancer Trust we're committed to delivering a service to teenagers and young adults with cancer that is embedded in safeguarding and safe working practice guidance. As



this role will be monitoring an inbox with regular contact with young people it is subject to a Enhanced with barred list Disclosure and Barring Service check.