



Job title: Youth Work Manager

Responsible to: Youth Work Director

Responsible for: Thrive, Together and Open Access projects; supporting project volunteers

Contract: Permanent

Hours of work: Full-time, 37.5 hours per week

Salary: £34,265.70 per annum

Job purpose: To oversee the operational management and delivery of youth work and education projects/activities

Location: The Mix building - Stowmarket

Who are we?

We see a future in which young people are change makers, with clear confident voices that are heard. A future in which any young person from any background can grow and flourish to become their best selves. In that future they exercise both their rights and responsibilities and invest their lives in building strong communities. We walk together with young people as trusted partners who support, guide, inspire and empower them with that future in mind. We are The Mix.

The charity includes 127 Trading Limited, a wholly owned subsidiary set up and operated to generate additional income to The Mix.

About the projects:

- 1. Thrive** is our alternative education provision project which enables young people from local secondary schools to receive the support they need in a different learning environment. Our team of qualified teachers, youth workers and volunteers support young people through vocational, practical and academic learning so they develop positive thinking and character, build resilience and perseverance, and pursue excellence.
- 2. The Together Project** supports young people aged 15-25 who are looking to take their next step into employment, education or training. The project provides bespoke support to young people and is delivered through one-to-one mentoring, workshops, and small groups. The project works in partnership with local employers and hosts events to ensure young people have everything they need to succeed.
- 3. The Open Access Project** is our version of a youth club. Young people can drop in on weekday evenings, every week during term-time at our building in Stowmarket, as well as The Mix Hut in Needham Market. Drop-ins are free, and provide a safe space for young people, from Year 7 – Year 12, to make new friends, be creative, become a Young Leader, or just relax. Our team of youth workers are also trained to support young people with any challenges they may be facing.

Overview of the post:

The Youth Work Manager will support the Youth Work Director and will be responsible for delivering the operational management of several significant projects within our youth work and education projects and teams. They will sustain a belief in the intrinsic value of young people, and a desire to support young people's wellbeing and development.



The postholder will ensure our youth work maintains its excellent standing and reputation through services of the highest quality and greatest relevance to our beneficiaries. They will represent and promote the charity and its charitable activities amongst the community, with partners and stakeholders, and be a leading voice which advocates for young people.

The Youth Work Manager will demonstrate excellent management and leadership to support with the development of the youth work team and the range of youth work and education services we offer, in line with our agreed strategy and values for youth work.

Developing and supporting an outstanding team of motivated and capable youth workers will be key. The Youth Work Manager will build on our welcoming and safe environment for young people, and ensure we continue to offer engaging, diverse, and impactful activities based on sound evidence and feedback from young people.

Main Responsibilities:

Management and leadership:

1. Work closely with the Youth Work Director to ensure project activity is delivered to meet the needs of our funders, our strategic ambitions and remains joined up across the organisation,
2. Provide management and leadership to youth workers who deliver the projects/activities you oversee, including line managing, supporting, supervising and developing them through an engaging and coaching style with a focus on ongoing professional development,
3. Develop and sustain positive working relationships with all Mix and 127 Trading team members by listening to and supporting others, providing good feedback and sharing information appropriately,
4. Support the Youth Work Director and Senior Leadership Team with the development and rollout of strategies, as and when required.

Project and stakeholder management:

5. Support the Youth Work Director to develop and oversee appropriate recording, reporting, and impact measurement procedures,
6. Oversee the planning, development and delivery of project activities to ensure young people are appropriately supported, developed and engaged in a creative manner with a focus on building effective relationships. This includes managing referrals and caseloads,
7. Develop and manage stakeholder relationships (agencies, local businesses, educational establishments, parents/carers) to implement appropriate support programmes and provide them with regular project updates, attend local networking forums and local opportunities as required.

Working with young people:

8. Act as safeguarding lead for all activities delivered through your projects and teams, in close collaboration with The Mix's Designated Safeguarding Lead,
9. Support youth workers/project activities by delivering 1:1 support/workshops to young people, as required, and overseeing the Train Together initiative (in collaboration with our trading subsidiary),



10. Ensure there is a strong culture of listening to young people, so they are heard and feel heard,
11. Raise awareness of the needs of young people and be an advocate for young people and youth work both internally and externally,
12. Stay up to date with youth work and the needs of young people ensuring appropriate knowledge transfer to colleagues.

Finance and funding:

13. Support staff teams and the Senior Leadership Team with monitoring project budgets, forecasting and spending appropriately to ensure appropriate communication and reporting.

General/other:

14. Work in accordance with The Mix's policies, procedures, principles, vision, and values and be proactive in implementing equal opportunities in all aspects of your work,
15. Engage in relevant training, development opportunities and partake in regular work review procedures as required, including regular supervisions,
16. Attend events, sessions, meetings etc., which occasionally take place in the evening and/or weekends,
17. Undertake any other duties that are commensurate with the post.

| Qualifications | Essential | Desirable |
|---|-----------|-----------|
| A recognised qualification of first degree or NVQ4 Level 4 standard preferably relevant to youth work, young people or the charity sector, or equivalent experience | ✓ | |
| A recognised management / leadership qualification | | ✓ |
| Knowledge, skills, experience and behaviours | | |
| Excellent experience of youth work or working with young people preferably in or with the charity / not-for-profit | ✓ | |
| A sound knowledge and understanding of schools or other relevant experience of education | ✓ | |
| A thorough understanding of youth work, the needs of young people and legislation / regulation including national and local youth work policy that impacts upon the lives of young people | ✓ | |
| Excellent communication and interpersonal skills to establish and maintain effective working relationships with both internal colleagues and external contacts / organisations | ✓ | |
| Demonstrable leadership and management skills and behaviours, and experience of overseeing multi-functional teams, preferably within a charity or similar organisation | ✓ | |
| Excellent planning, organisational and time management skills – project management experience would be advantageous | ✓ | |
| Strong data analysis, reporting, communication, and presentation skills for both internal and external audiences | ✓ | |
| Sound experience of IT and systems including MS Office applications | ✓ | |
| A willingness to work flexibly including some unsocial hours (evenings and weekends) as required | ✓ | |
| An ability to represent the charity and the needs of young people with external stakeholders, the public and relevant organisations | ✓ | |
| Resilient and adaptive to change | ✓ | |
| Ability to work collaboratively with different teams/areas of The Mix, appreciating and advocating for healthy relationships | ✓ | |
| Recent Safeguarding training or a willingness to complete this | ✓ | |
| Strong understanding of child protection and safeguarding or a willingness to learn | ✓ | |
| Experience of financial management and planning including budgeting and cost control | | ✓ |
| Experience of strategic thinking and planning, and demonstrable innovation and creativity | | ✓ |
| Experience of grant funding and fundraising relevant to the charity and our aims | | ✓ |
| Full current driver's licence, access to a vehicle for travel and business insurance cover for travel to multiple work site | | ✓ |

The Mix Stowmarket Ltd. is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Any job offers are subject to the completion of satisfactory pre-employment checks and role-specific DBS (criminal records) checks.