

THE MIX

Helpline Team Leader



About The Mix

The Mix is a free, confidential support service for under 25s - making a massive difference to over two million young people in the UK each year. Whatever issue a young person is facing, The Mix is always there for them - online, over the phone or via social media. It connects young people to experts and their peers to talk about everything from money to mental health, from homelessness to jobs, from break-ups to drugs.

We are one of the eight charities forming the Duke and Duchess of Cambridge and Prince Harry's Heads Together campaign to end stigma around mental health and will continue to work with them on raising awareness and providing vital help for people with mental health challenges. We work on high profile campaigns to change attitudes and raise awareness with the likes of Daniel Radcliff, Lady Gaga, and most recently Russell Brand. We work with TV shows like Hollyoaks to help young people understand sexual consent and big brands like River Island, Dixons Carphone and Lloyds Bank on everything from money to masturbation.

Today's young people face an unprecedented range of challenges. They are possibly the first generation worse off in physical and emotional terms than their parents. The Mix's mission is to ensure that every young person can make informed choices about their wellbeing – wherever and whenever they are: www.themix.org.uk

Vision, Mission and Values

What we do: The Mix is here to take on the embarrassing problems, weird questions, and please-don't-make-me-say-it-out-loud thoughts that people under 25 have in order to give them the best support through our digital and phone services.

Vision: To be the first point of contact for under 25s. We know that with the right skills and opportunities, you can take on anything that life throws your way.

Mission: To empower everyone under 25 in the UK with the knowledge, skills and confidence to make the right first steps in life. Life is hard, but support doesn't have to be.

Values:

- **Empowering** - we lead, we train & support, we respect, we give space to grow, we give power to chose
- **Brave** - we innovate, we pioneer, we take risks, we tell it how it is
- **Supportive** - we listen, we encourage, we care, we're understanding, we are empathetic
- **Collaborative** - we are open & transparent, we co-create, we respect, experience & expertise
- **Proactive** - we create situations, we make things happen, we get things done
- **Non-judgemental** - we do not judge, we do not criticise, we do not blame

Job Description

Job title: Helpline Team Leader

Department: Services

Reporting to: Head of Services

Overall Purpose of the job:

Deliver and manage a team to provide effective one to one support, currently delivered by phone, webchat and email, to young people.

Key areas of responsibility:

- Monitor targets and KPIs, maximising the number of contacts we can take from young people in need via our multi-channel helpline
- Effective rota co-ordination to ensure all support channels are appropriately staffed and resourced
- Co-ordinate the migration of helpline services to a new platform
- Provide one to one support services, including contact taking and shift leading duties, when needed
- Co-ordinate data-led service improvements, respond to user trends and needs to ensure continuous improvement of the service
- Monitor support provided to young people by the team to ensure it complies with service standards and quality assurance practices
- Line management of the helpline support workers, including supervision of service associates and other contractors as required
- Contribute to the development of volunteer roles within helpline services to maintain a volunteer led service
- Work with youth participation to co-ordinate and embed a young persons' steering group to ensure user-centred service development
- Work with the volunteer and training team to ensure volunteers are effectively recruited, trained, developed and retained
- Contribute to the development of reports and proposals to enhance and extend the work of The Mix
- Where appropriate project manage helpline service projects
- Be part of the safeguarding team and take part in the on-call rota, for which additional payment may be given
- Ensure all support service delivery is in line with legal, ethical, regulatory and social requirements
- Any other duties as required

Person Specification

Essential

- Experience of coordinating or managing services, ideally for young people
- Experienced at facilitating and supporting change within a service or team
- Experience of improving service delivery to under 25s with a strong interest in the issues affecting them
- Experience of developing and/or delivering volunteer-led support services
- Ability to lead a service that is continuously developing in response to service user needs; data and youth participation
- An understanding of CRM systems and / or VCCs
- Experience of trouble-shooting / resolving technical issues
- Understanding of how to motivate and develop staff
- Demonstrable understanding of safeguarding, confidentiality and safe working practices.
- Ability to manage multiple tasks simultaneously, work flexibly and able to work calmly and with patience under pressure
- Ability to maintain effective boundaries whilst delivering a service with empathy
- Self-starter with the ability to work on own initiative and as an active team member
- Strong computer literacy with excellent written and oral communication skills

Desirable

- Project and budget management experience
- Experience of line management
- Experience of using AWS, 8x8 or Salesforce

Terms and Conditions

Salary:	£24,000-£27,000 per annum pro rata (depending on experience)
Contract:	This is a 2-year fixed term contract
Location:	The Charity's service hub, currently Glentworth Street, London, NW1
Pension:	4% employee contribution secures 4% employers' contribution to stakeholder pension scheme.
Hours:	This post is full-time, Monday to Friday 12pm-8pm with at least one weekend day a month. Additional evening and weekend work may be required for which time off in lieu will be given.
Annual Leave:	You will be entitled to 35 days of holiday pro rata, which includes the 8 Statutory Bank Holiday during each year.

Benefits:

- Eyecare vouchers
- Life assurance
- Weekly staff socials, plus Summer and Christmas Party
- Central London location
- Clinical supervision offered for front line services staff
- Coaching Environment
- Learning, development and training options

How to apply

To apply, please send a CV and a covering letter addressing the attributes outlined in the Job Description and Person Specification to workforus@themix.org.uk.

Interviews will be held on Friday 27th September