

Job Description Head of Youth Work and Education



Job Title:	Head of Youth Work and Education
Reports to:	Chief Executive Officer
Accountable to:	Chair of Trustees
Salary:	£40,923 per annum (subject to experience)
Contract:	Full-time, permanent
Location:	127 Ipswich Street, Stowmarket, IP14 1BB
Hours:	37.5 hours per week

What is The Mix?

The Mix Stowmarket is a vibrant and ambitious youth charity serving young people aged 9–25 across Suffolk. We exist to inspire, empower, and support young people to build resilience, thrive and unlock their full potential. Working from our flagship centre in Stowmarket and a second base in Needham Market, we deliver a diverse range of programmes including youth mentoring, alternative education, school-based support, and open access youth sessions. We are values driven, have a solution-focused approach, and a deep belief in the potential of every young person shape our work.

Alongside our charitable work, we operate a social enterprise trading arm, 127 Trading Ltd, which runs four cafés that provide training and employment opportunities for young people, while generating vital income for our work. With a committed team of staff and volunteers and a passion for partnership, The Mix is a trusted and innovative force for positive youth development in Suffolk.

Job Purpose – Head of Youth Work and Education

To provide strategic and operational leadership of all youth work and education programmes, ensuring high-quality, inclusive, and safe delivery for children and young people. The Head of Youth Work and Education will lead a team of project leaders and youth workers whilst collaborating across the charity to shape services that respond to needs and deliver positive and impactful outcomes for children and young people.

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Key Responsibilities

Strategic Leadership

- Lead the development and delivery of the youth work strategy aligned with the charity's mission and values
- Monitor sector trends and youth voice to inform programme design and development
- Represent the organisation at strategic forums, networks, and stakeholder meetings
- Represent the organisation within and across school settings, including senior leadership
- Support the Trustees, and CEO with the development of strategy and its operational delivery

Service Delivery & Quality Assurance

- Oversee all of our youth work services
- Ensure programmes meet agreed outcomes and are youth-led, inclusive, and trauma-informed
- Ensure programmes are inclusive, evidence-based, and become aligned with Ofsted, PSHE, and safeguarding frameworks

Safeguarding & Risk Management

- Act as the Designated Safeguarding Lead
- Ensure staff follow safeguarding procedures, maintain records, and escalate concerns appropriately
- Ensure Safeguarding policy, protocol and decision tools are updated annually and refreshed as needed
- Work closely with the CEO and the nominated Trustee for Safeguarding
- Ensure staff training is effective, delivered and records kept
- Identify risks and implement health & safety and safeguarding practices across delivery sites
- Ensure staff follow safeguarding procedures across all of the locations we work in and comply with GDPR and safer recruitment practices
- Lead on quality assurance, risk assessments, and incident management related to all of our programmes

People Management

- Ensure project leads, youth workers, sessional staff, and volunteers are appropriately line managed and supported
- Develop and sustain positive working relationships with all Mix team members by listening to and supporting other, providing good feedback and sharing information appropriately
- Actively promote a positive and inclusive staff culture based on learning, reflection, and support
- Lead on staff recruitment, induction, supervision, and performance appraisals within the Youth Work and Education teams.

Data, Impact and Evidence

- Assist the Head of Finance and Data to promote a data driven approach to programme delivery, ensuring accurate, timely and impactful data and reporting
- Ensure timely reports for internal and external funders are produced as required
- Contribute to funding applications and monitoring returns for our services

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Partnerships & Engagement

- Build relationships with statutory services, schools, community groups, and other charities
- Ensure the voices of children and young people are central to service planning and decision-making
- Work with the Fundraising and Marketing Coordinator, Head of Development & Engagement and the Head of Finance and Data to support grant applications and reporting
- Build and maintain effective relationships with school leaders, SENCOs, DSLs, and other key staff
- Attend school forums, partnership meetings, and local education networks
- Represent The Mix at relevant forums and promote awareness of youth work's value in schools

Operations & Budgeting

- Work with the Finance team, Fundraising and Marketing Coordinator, and the Head of Development & Engagement and others to identify, and maximise the effectiveness of the grant funding and other fundraising activities
- Oversee and manage youth work budgets, ensuring value for money and effective use of resources
- Contribute to operational planning and cross-organisational initiatives.
- Ensure compliance with policies, procedures, and relevant legislation (e.g. GDPR, safeguarding, health & safety)

Innovation & Development

- Identify gaps in provision and co-create new projects with young people, schools, and communities
- Pilot innovative approaches (e.g., trauma-informed practice, restorative justice, peer mentoring)
- Explore digital tools and blended models for delivering support in schools and youth work settings

Other

- Follow all relevant policies including the safeguarding of Young People and stay up to date with relevant legislation, regulations, and best practice relevant to the role
- Act as an ambassador for The Mix and its subsidiaries
- Attend relevant staff meetings and training events as required by the charity
- Adhere to and relevant policies, including safeguarding, equal opportunities and health and safety
- Maintain confidentiality as per policy relating to staff, service user, volunteer, Trustee or commercially sensitive issues
- Undertake any other duties as may be reasonably required

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Person Specification:

Criteria	Essential	Desirable
Qualifications	<p>A recognised qualification at degree level or NVQ Level 4 standard preferably relevant to youth work, young people or the charity sector or equivalent experience</p> <p>Recent Designated Safeguarding Lead training or willingness to complete</p>	
Experience	<p>Relevant experience in youth work with a track record of managing youth services and staff teams or equivalent experience</p> <p>A thorough understanding of the needs of young people and legislation including national and local youth work policy that impacts the lives of young people</p> <p>A sound knowledge and understanding of schools or other relevant experience of education.</p> <p>Experience of safeguarding, risk management, and multi-agency work</p> <p>Experience of financial management and planning including budgeting and cost control</p>	<p>Experience working with disadvantaged or marginalised groups</p> <p>Experience of leading service development or innovation</p> <p>Experience working in a charity or community setting</p>
Knowledge	<p>Understanding of issues affecting young people (e.g. mental health, exploitation, poverty)</p> <p>Strong understanding of safeguarding, child protection, trauma informed and inclusive practice</p>	<p>Knowledge of the UK youth policy landscape</p>
Skills & Abilities	<p>Strong leadership, line management, and team development skills</p> <p>Excellent communication, influencing, and partnership-building skills</p> <p>Experience of strategic thinking and planning, and demonstrable innovation and creativity</p> <p>Strong data analysis, reporting, communication, and presentation skills for both internal and external audiences</p> <p>Sound experience of IT and systems including Microsoft Office Software</p> <p>An ability to represent the charity and the needs of young people with external stakeholders, the public and relevant organisations</p> <p>Full current driver's licence, access to a vehicle or alternative for travel and business insurance cover for travel to multiple work sites</p>	<p>Ability to deliver training or workshops</p> <p>Ability to contribute to funding bids and reporting</p> <p>Experience using youth/education outcome or impact measurement tools</p>

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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.

We are committed to promoting equality of opportunity for all staff and job applicants. We aim to create a working environment in which all individuals can make best use of their skills, free from discrimination or harassment, and in which all recruitment decisions are based on merit. We do not discriminate against individuals based on age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race (ethnicity) including colour, nationality, ethnic or national origin, religion or belief, sex, or sexual orientation.