



Youth Development Officer (WeBelong Programme) Recruitment Pack

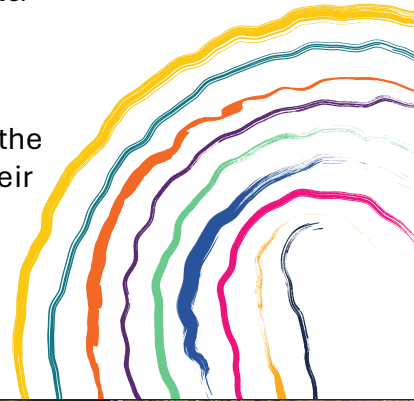


Youth Development Officer

- **Location:** Flintshire or Wrexham, including regional travel and to other WeMindTheGap communities
- **Salary:** £25,500-£28,000 pro rata
- **Start Date:** Monday 1st September 2025
- **Contract:** Permanent, 37.5 hours per week, with the requirement to work one evening and one weekend day per month
- **Annual Leave:** 25 days pro rata per year plus Bank Holidays
- **Reporting to:** Youth Programme Lead
- **Other benefits:**
 - Pension – with combined contributions up to 8%
 - Free eye test
 - Branded workwear
 - Professional development and welfare support through WeMatter
 - Flexible and hybrid working considered

We are looking for our next Youth Development Officer: a role model who is there to make sure that our young people can make the most of every opportunity presented to them over the course of their WeMindTheGap programme, and beyond!

Could you be who we're looking for?



Who are we?

We give new opportunities to young people who deserve better.

We fill the gaps with unashamed support, love & care.

Our programmes

Our programmes are truly unique and combine work experience, coaching, skills, experiences and adventures, for young people that we call our “Gappies”.

We fill any gaps in young people’s lives, ensuring that they have the basics in place that the rest of us take for granted – a trusted person to turn to, a safe place to live, confidence, and basic skills.

What makes our programmes so different, however, is that we provide every Gappie with support, constancy, and care – these family values are at the heart of everything we do.

We believe that ‘it takes a village to raise a child’ and so we build a powerful community of positive individuals and caring organisations around our Gappies, so that they can benefit from every opportunity that our programmes bring.

This is not about a chat around the table with young people seeking direction. This is about delivering real change in real lives, and this is achieved through a completely holistic approach that develops confidence and self-esteem as well as work and life skills.

From this place, the young people we support grow from being ‘prisoners of circumstance’ to ‘pilots of their own lives’.





A supportive, nurturing programme for 11-15 year olds who are struggling with traditional education. Building confidence, resilience, and a sense of belonging for students wherever they are – in school or at home.



A virtual programme for 16 – 25 year olds. A chance to gain new skills and experiences with the support of a mentor, building a plan for a bright future.



A life-changing programme for 18-25 year olds, including six-months' paid employment, work placement, coaching and mentoring sessions, activity days and experiences.



A programme designed for young people aged 16-25 who are motivated to work but may be facing challenges in securing employment or voluntary roles through traditional routes. The focus is on identifying and addressing any 'barriers or gaps', such as experience, skills, or confidence.



All Gappies stay part of the WeMindTheGap family. We offer lifelong support and a safe and trusted team to talk to – whether that's help with education, employment, volunteering, welfare, mental health and wellbeing.



Who is a Youth Development Officer?



Do you have a passion for making a difference in the lives of young people? Are you looking for a rewarding career where you can use your skills and experience to help others reach their full potential? If so, we have the perfect opportunity for you!

WeMindTheGap is seeking a passionate and dedicated **Youth Development Officer** to join our team. Someone who can be the ultimate role model for our Gappies, showing them what a responsible employee looks like, sharing life skills and experience in a way which encourages them to choose positive behaviours. In this role, you will be supporting the successful delivery of our youth development programme, WeBelong, providing support and guidance the young people in our alumni community.

Our work is challenging. It requires time, dedication, and patience. But the impact we have on young people makes it all worthwhile. Our values, our Magic Cs, guide us and keep us focused on what truly matters – doing what is right by our Gappies, not what is easy. We are privileged to work with committed community partners who share our vision and join us in our mission to deliver real and lasting change for young people who deserve better.

In today's rapidly changing world, the wellbeing and aspirations of young people are more important than ever. We envision a world where every young person feels they belong and has the skills and confidence to make meaningful choices in life and work. We walk alongside young people with love, care, and curiosity, providing new opportunities and ongoing support to help them thrive.

OUR MAGIC Cs - The values that we live by...



The magic ingredients, mixed with a big cupful of love. The encouragement, reassurance and genuine care we extend to every individual is fundamental to them developing the confidence to explore their choices in the world.



We walk alongside our trainees, take the initiative, make good things happen and always focus on a solution, not a problem.



We do what is right and not what is easy.



We build positive relationships with and between our trainees and the world, to create their rightful place within a meaningful community.



We are always here, and always will be: people and places of safety who keep our promises and provide the support, challenge and care that our trainees deserve.



We will go to the ends of the earth to make sure that our trainees have the wherewithal to be 'pilots of our own lives'.



We believe absolutely in our vision, our model and the impact we deliver.



We ask why, to keep learning, to help our trainees grow and develop, to grow and develop best practice that others can learn from.



We have the space, time, resilience and support required to perform our respective roles to the best of our ability.



We celebrate every success, no matter how big or small.

Key Responsibilities as a Youth Development Officer



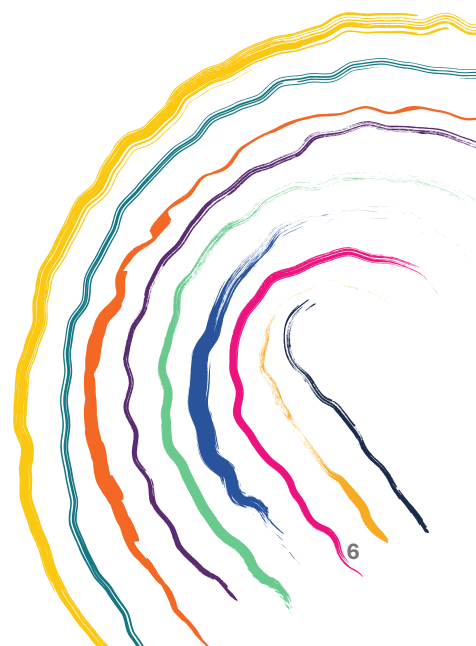
Programme Support

- Support alumni engagement by driving communication with our Gappies following their participation on a programme.
- Attend multi-agency meetings to encourage a collaboration of support between referral agencies, parents, guardians, and young people.
- Attend external events and activities on behalf of WeMindTheGap, including recruitment events, information events, recruitment fairs, and networking meetings within your community.
- Support key programme events, including residential and day trips, acting as that ultimate role model for Gappies.



Programme Delivery

- Plan, support, and deliver online and in-person sessions covering the programme themes. These may include but are not limited to employability, future aspirations, self-development, and confidence building.
- Coordinate with external contacts, inviting them to meet Gappies as guest speakers, and support in communication with coaches, employer partners, and other contacts.
- Support Gappie onboarding processes so each young person is suitably prepared for their WeMindTheGap programme.
- Support the resolution on-day issues as they arise, problem-solving alongside your Youth Programme Lead with creative solutions.
- Provide Gappie welfare and support through 1-2-1 and group mentoring, referring externally and signposting for further support when necessary.
- Attend residential and day trips, being the ultimate role model for the cohort in sharing new experiences.
- Be aware of safety procedures, following risk assessments and safeguarding measures. This includes escalating to the Youth Programme Lead as needed.
- Support the Youth Programme Lead in delivering the programme within an agreed budget.



- Be responsible for photo taking at key points throughout the programme for use on WeMindTheGap social media channels and resources.

Team Working

- Work collaboratively alongside fellow Youth Development Officers and Youth Programme Leads both inside your team and across other teams within WeMindTheGap.
- Attend weekly team meetings and regular check-ins with your Youth Programme Lead.
- Attend 'Thinking Spaces' with your Youth Programme Lead, using our Plan, Do, Review approach to our work and future aspirations for self-development.
- Complete all essential onboarding and training as a new staff member and be a self-starter in your continued professional development.



Community Engagement

- Support the maintenance of important relationship building with partners of WeMindTheGap within your community.
- Support the continuous engagement with referral agencies and community groups, ensuring the services and work of WeMindTheGap are known far and wide.

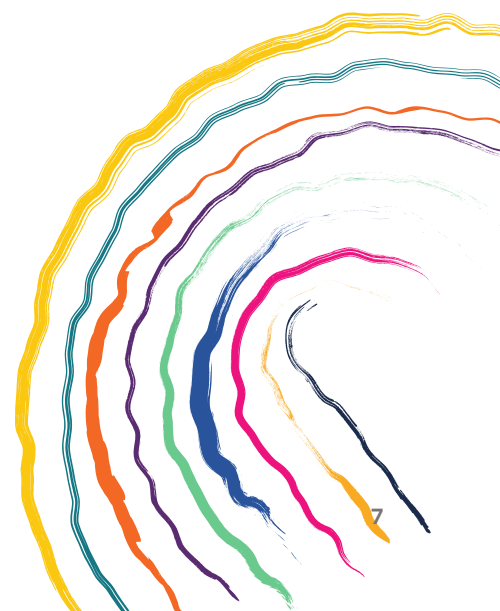


Administrative

- Ensure internal systems are kept up to date with Gappie information and organised in an efficient and compliant manner.
- Ensure details are safe and secure in line with GDPR.
- Work alongside our Impact & Evaluation team in reviewing each programme, creating a robust evaluation in line with the overall strategy of WeMindTheGap.

Other

- Transport Gappies in WeMindTheGap pool cars, driving in rural and city environments, including long distances and motorway driving.
- Create and share regular social media posts across all WeMindTheGap channels.
- Attend occasional overnight, weekend, or out-of-hours trips and events, supporting Gappies who may never have been away from home.



Person Specification for a Youth Development Officer

Experience, knowledge & skills	Essential / Desirable
Experience of supporting activities for young people	Essential
Experience of working as part of a team	Essential
Experience of supporting internal and external communications, including social media, public speaking, and networking	Essential
Experience of using IT systems, specifically Microsoft	Essential
Manual UK driving license (further support will be provided if obtained within the last 6 months)	Essential
Understanding of safeguarding	Desirable
Understanding, lived experience, or education of why young people fall through the gaps in life	Desirable
Knowledge of employability and skills progression activities	Desirable
Experience of supporting young people with challenging behaviour	Desirable
Understanding of handling sensitive data under GDPR	Desirable
Experience of working to a budget	Desirable
Experience of writing case studies	Desirable
Experience of supporting external stakeholder relationships	Desirable
Knowledge of Adverse Childhood Experiences (ACEs)	Desirable

Competencies (our Values)

Compassion & Care – You approach supporting young people with empathy and understanding. You build trust in demonstrating compassion and care when leading and motivating a team.

Can do – You seek out opportunities and are willing to take on challenges with a creative and positive approach. As a self-starter, you take the initiative to enhance your own development and are keen to continue your professional learning. You will be flexible and adaptable in your approach to equitably support each Gappie.

Capacity – You will have the resilience required to deliver a WeMindTheGap programme to the highest standard. You will manage your time, budget, and workload effectively, being accountable for your responsibilities.

Curiosity – You will strive to ask and understand the ‘whys’, to help our Gappies grow and develop. You will give and receive feedback, harnessing new information to improve your own performance.

Courage – We do what is right, not what is easy. You will be the pilot in making tough decisions, showing resilience and leadership in your role.

Confidence – You will believe in the vision of WeMindTheGap, our village model, and the impact we deliver. You will seek to fulfil your role within the framework of our values – the Magic Cs.

Commitment – You will have a passion for working with young people, upholding vital safeguarding procedures and working effectively alongside the wider teams to support our Gappies. You will not be the ‘rescuer’ for our Gappies but the role model who walks alongside them through their WeMindTheGap journey.

Constancy – You will have a professional and approachable manner in all aspects of work. You will see tasks through from start to end, be consistent, and provide the support, challenge and care that our Gappies deserve.

Connectivity – You can work independently when required and confidently as part of a team. You will communicate clearly and confidently, building positive relationships with Gappies, your colleagues, external partners, and the wider community.

Celebration – We celebrate every success, no matter how big or small, for our Gappies, staff, and organisation as a whole. You will want to uphold best practice within WeMindTheGap and lead by example within the Charity sector.

How to Apply

To apply please send us your CV along with a one-page covering letter (or 2-minute video) outlining your suitability for the role. If you have accessibility requirements and wish to submit your application in a different format, please let us know.

Your application will be considered based on how well you match the person specification for this role, and successful employment will be subject to an enhanced DBS check and suitable references.

Upon shortlisting, you will be invited to a 3-hour 'Discovery Day', a group recruitment event consisting of a formal interview with both situational and competency-based questions, a group activity, the delivery of a mock practical session, and a chance to meet our teams and Gappie alumni.

Our recruitment process reflects how we treat our Gappies and employees. We want to foster a culture of constructive feedback and continuous improvement so encourage you to let us know how we can improve the candidate experience. Likewise, should you require feedback on your unsuccessful application, please get in touch.

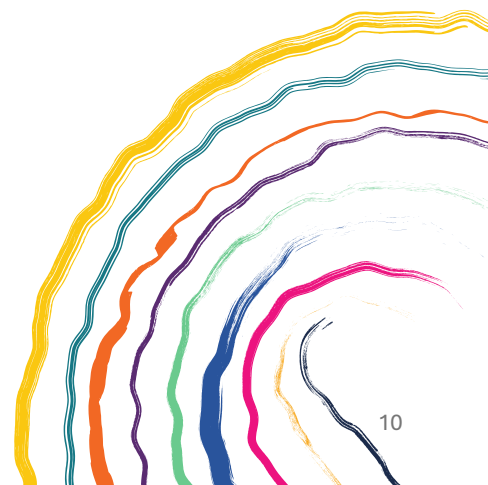
We reserve the right to close applications earlier than the date given. If you are keen to apply for this role, please don't delay.

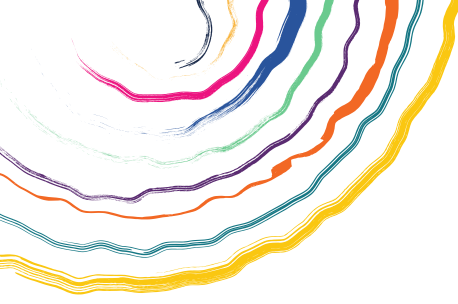
Please send your application and further questions to:

Rebecca Walton

07999 405040

Rebecca@wemindthegap.org.uk





Equality, Diversity & Inclusion

WeMindTheGap accepts and welcomes the differences that makes up our community. We believe that diversity is a strength, and we are committed to creating an inclusive environment where everyone feels welcome and respected. We actively oppose discrimination in all its forms and strive to ensure that everyone has the equal opportunity to succeed.

We recognise the importance of having a workforce that reflects the diversity of our community. Our recruitment process and selection of staff will be strictly based on making it easier to build an inclusive workforce with a diverse culture. We actively recruit and retain employees from all backgrounds, regardless of sex, gender, race, disability, sexual orientation, religion or belief, or marital status.

WeMindTheGap is a registered Charity number 1161504

Registered office: Ty Avow, 21 Egerton Street, Wrexham LL11 1ND

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