

YOUTH TALK

We're listening

Join our Team Community Events & Volunteering Lead



Join Us and Help Change Young Lives

October 2025

Thank you for your interest in joining the Youth Talk team - we're thrilled you want to find out more about this exciting new role!

Growing up in today's world is hard. From family problems to exam stress and peer pressure, body image anxiety to social media bullying, trying to get through life can be completely overwhelming. At Youth Talk, we're determined that every young person has a safe place to talk in confidence – whatever's on their mind.

We're a small but growing local charity with big ambitions. Last year we delivered over 4,800 counselling sessions to 423 young people, a 20% increase on the year before – but there is so much more we need to do. In order to deliver more, we need to continue to grow our fundraising, and we are now looking for an energetic and enthusiastic Community Events & Volunteering Lead to join our team.

This is a role for someone who loves people, thrives on variety, and wants to turn community energy into life-changing impact. The role will help drive our community fundraising – connecting with schools, local groups and our amazing volunteers helping to raise awareness and vital funds for Youth Talk. You'll play a key part in growing our reach, leading and supporting our volunteers and helping us make an even bigger impact across St Albans and beyond.

Young people need Youth Talk now more than ever before and you will be part of an inspiring team helping us to make a real and tangible difference to the lives of local young people. We're determined to engage and inspire our community – and with your help we will.

The successful candidate will have a passion for people and fundraising and will thrive in a busy environment. You'll be able to demonstrate the ability to achieve results and be able to work autonomously - going that extra mile to make the difference. Experience of working from home and in a similar role will be important as will experience of maximising fundraising opportunities, stewarding and thanking volunteers and supporters, as well as planning and marketing events that make a difference.

If you have a good eye for detail, the ability to multitask and want to be a part of a high performing team then apply today!

Any questions or if you want to have an informal chat about the role or Youth Talk or simply find out more about what working at Youth Talk is like then email, me at jim.lewis@youthtalk.org.uk. We're keen to hire ASAP!

We look forward to hearing from you.

Jim Lewis
Fundraising & Partnerships Manager



Job Description

Community Events & Volunteering Lead

Salary: £26,000 - £30,000 based on experience

Hours: 35 hours a week (will consider flexible working arrangement)

Location: home based – with occasional working in the office in St Albans Herts

Reports to: Fundraising & Partnerships Manager

Job purpose

We are seeking a highly organised, personable, and motivated **Community Events & Volunteering Lead** to play a pivotal role in delivering and supporting fundraising and awareness events in St Albans and the surrounding areas. The role will also be responsible for recruiting, managing, and stewarding our growing volunteer network, ensuring they feel valued and empowered to support our mission.

Main tasks

Community Fundraising

- Develop and deliver creative initiatives to grow fundraising within our local community, inspiring individuals, community organisations, sports clubs and schools to get involved and support Youth Talk's vital work.
- Act as the main point of contact for community event enquiries, ensuring all supporters receive excellent guidance and communication.
- Support and advise community groups, schools, and businesses who are delivering fundraising events on behalf of Youth Talk.

Event Management

- Lead, plan and deliver Youth Talk led community events, from concept to execution, ensuring they run smoothly, on time, and within budget.
- Manage logistics, suppliers, venues, and promotional activity for events.
- Track and evaluate event performance, reporting on impact and outcomes.

Volunteer Recruitment & Management

- Recruit, onboard, and train volunteers to support events, fundraising, and community engagement.
- Develop and maintain strong relationships with volunteers, ensuring they feel supported and appreciated.
- Schedule and coordinate volunteer involvement across multiple projects and events.
- Establish and implement effective systems and methods for volunteer records, communication, and recognition, for example newsletters, training and socials.

Person Specification

Essential Skills & Attributes

- Proven experience in fundraising, event management, ideally within a charity, community, or fundraising setting.
- Exceptionally well organised and methodical, able to manage multiple projects simultaneously.
- Warm, personable, and approachable and able to build strong relationships with volunteers, supporters, and community partners.
- Excellent verbal and written communication skills.
- Willingness to become a proficient user of Donorfy (CRM) and other digital tools, with strong attention to detail in data management.
- A proactive, “can-do” attitude, with flexibility to adapt and problem-solve.
- The flexibility to attend events in the evenings and weekends is essential.
- Committed to building positive working relationships, supporting colleagues, and contributing to a cooperative team environment.

Desirable

- Experience of volunteer management or community engagement.
- Knowledge of safeguarding practices in a youth or community setting.
- Experience of marketing and use of social media.

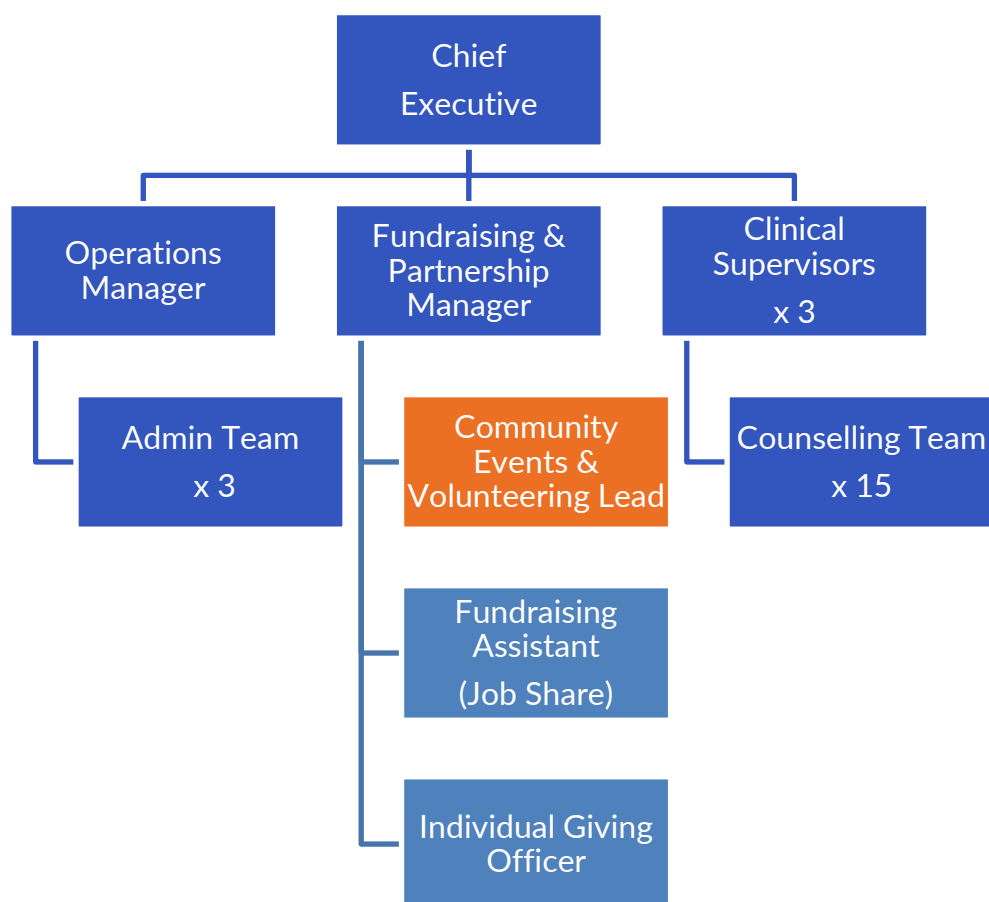
What we offer

We're committed to ensuring a positive, invigorating and enjoyable working culture for all of our employees. We offer a range of benefits:

Salary:	A competitive salary for a charity of our size outside of London
Pension:	Youth Talks makes employer pension contributions for your benefit to the extent required by law. This is currently done by automatically enrolling you into the NEST pension scheme, subject to meeting the eligibility criteria. Youth Talk will make a contribution of 3% of basic annual salary and the employee will make a contribution of 5% of basic annual salary.
Hours of work	The standard (full time) working week at Youth Talk is 35 hours. Start and finish times can be agreed between the employee and their manager, and we are advocates of flexible working arrangements where it suits the charity and the employee. Further information is contained within our flexible working policy.
Holiday entitlement:	The basic holiday entitlement is 25 days leave per year, increasing by one day for each year's service up to a maximum of 5 days, giving a total of 30 days in addition to the 8 bank holiday days. The holiday year runs from April to March each year. Holiday and bank holiday entitlement is pro rata for part-time employees.

Employment Assistance Programme	The Employment Assistance Programme is a free, confidential service that offers expert advice, information and counselling for all employees on a wide range of issues e.g. legal and financial. The service is available 24 hours a day, 7 days a week, 365 days a year both over the telephone and online.
Sickness benefit	During periods of sickness absence, eligible employees will receive an enhanced entitlement to sick pay which is offset against an employee's entitlement to Statutory Sick Pay (SSP). Employees must have at least one year's continuous service with Youth Talk to be eligible for the enhanced entitlement. Employees with less than one year of service will be eligible for statutory sick pay.
Workplace Values:	The postholder will be expected to work within and reflect our organisational values which are: <ul style="list-style-type: none"> • We are open and accepting • We always give our best • We are stronger together

Our Structure



About Youth Talk

OUR VISION

Every young person can talk to someone who can help with whatever's worrying them

OUR MISSION

To provide the best possible mental health support to young people in St Albans and surrounding areas.

OUR VALUES

We are open and accepting

We do not judge. Whatever a young person is going through we take time to listen, understand and respond in confidence.

We always give our best

From the expertise and care of our qualified counsellors, the professionalism of our staff, the energy, passion and creativity of our fundraisers to the ambition of our strategy - we always give our absolute best in everything we do.

We are stronger together

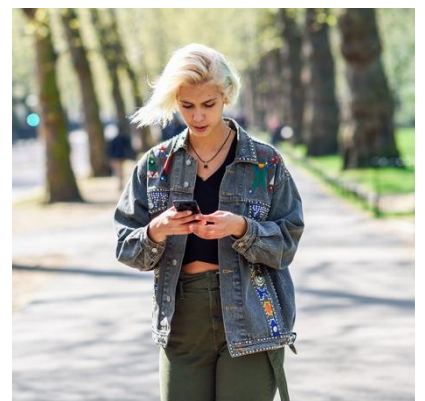
We can't deliver our mission alone. By working with others, we can achieve more and make a lasting difference to the lives of young people.

WHAT WE DO

Youth Talk is here to make sure young people in the St Albans District get the best possible mental health support. By providing confidential counselling services and working with partners, we make sure everyone from 13-25 in the area gets the best possible mental health support.

It can be hard enough for young people when things are normal, but so often they don't feel that way. From family problems to exam stress and peer pressure, body image anxiety to social media bullying, trying to get through modern challenges can be completely overwhelming. It can feel impossible to cope, and some young people can't.

We get that. That's why Youth Talk is determined to ensure every young person has a safe place to talk in confidence, whatever's on their mind.



For 27 years, Youth Talk has offered free, expert help to young people across St Albans City and District. Young people don't need anyone's permission to talk to us, and every conversation is kept completely confidential. Because there are no referrals or layers of assessments to get through, we can start supporting young people quickly to stop things getting worse.

We know everyone and every worry is different. That's why we take the time to find out more about what's happening, so together, we can make sure we're helping in the best way possible.

WHAT YOUNG PEOPLE SAY

"If I had not come to Youth Talk, I would have kept going downhill. I wouldn't have been able to cope with any of the events in my life and I NEVER would have gotten/felt better on my own."

"Going to Youth Talk was eye-opening and relieving because all the sorrows can be lifted when someone listens. There is an importance in comfort and understanding that I couldn't find at home or at school or anywhere. I'm happy I took this step in my life and made this change for myself and



recommend Youth Talk to anyone in the same situation. If I had not come to Youth Talk, I would have become worse, possibly to the point of another suicide attempt."

"Last year I was perilously close to dying by suicide. I now feel much freer from these thoughts. I don't think I would have ever moved past these thoughts without Youth Talk. I wonder if I would still be alive."

"If I hadn't come to Youth Talk, I think I would have fallen apart. I was very close to self-harming and bulimia and coming here has really helped me to overcome my overwhelming depression and made life feel much more manageable. If I hadn't come, I think everything would have overwhelmed me."

"Youth Talk has given me the chance to heal and go on to create a new life. To confront the causes of my mental health problems and given me the vital support and empathy necessary for me to come to terms with my history of my life. Given me the freedom to move on with my life without pain. I am 22. There is no way I could have afforded to pay for such superb treatment. It is saving my life."

Joining the team

To make an application to be considered for the role, please submit the following:

- A detailed and up-to-date CV (no more than 2 pages).
- A covering note outlining why you wish to join the team. Please tell us about the contribution you feel you could make to our community fundraising and any relevant experience and/or training you may bring.
- Details of your availability for a potential interview.

Applications should be submitted to:

Email: jim.lewis@youthtalk.org.uk

Post: Youth Talk, 64 London Road, St Albans, Herts. AL1 1NG

The closing date for applications for the role is 5pm on Thursday 27th of November

Interviews will be conducted in St Albans W/C Monday Monday 1st of December

If you have any queries about any aspect of the appointment process, need additional information or simply wish to have an informal and confidential discussion, then please contact Jim Lewis (Fundraising & Partnerships Manager) on jim.lewis@youthtalk.org.uk

Equal opportunities

Youth Talk is fully committed to eliminating discrimination and promoting equality and diversity in our workforce and employment practices, in the work we undertake, and in the provision of all our services. We therefore expect all of Youth Talk staff and Trustees to be willing and able to make a positive contribution to promoting and implementing our Equality and Diversity policy. We actively seek to build diverse teams and welcome applications from everyone.

Further information

www.youthtalk.org.uk