

**RESTLESS**  
**DEVELOPMENT**

**I AM**  
**RESTLESS**

## ABOUT RESTLESS DEVELOPMENT

Young people are most affected by the most persistent problems in the world, yet are frequently overlooked as part of the solution. Our mission is to place young people at the forefront of change and development.

Restless Development is the youth-led international development agency. Based in 10 countries across the world, our work is delivered by young people, for young people, giving them the skills and resources to deal with the main issues facing their communities and countries. Tackling unemployment, supporting young people to stay in education, giving access to sexual health services, and supporting young people to claim their rights, Restless Development programmes are genuinely life-changing.

But it isn't just our work on the ground that makes us special. There are 3.5 billion young people in the world. They will provide not just the leaders of tomorrow but the energy to bring change today. Through our policy work targeting decision makers on a global level, we are ensuring that young peoples' voices are being heard not only in their local communities but right the way up to world leaders. Together, Restless Development and millions of young people are holding decision makers to account; making sure that the choices made for young people are led by young people and that the impact will be felt not just today but for generations to come.

As part of a VSO led consortium, Restless Development is delivering the DFID-funded International Citizen Service (ICS) programme. ICS is a development programme that brings together young people from the UK and developing countries to volunteer in some of the poorest communities in Africa, Asia and Latin America. Through ICS, young people will have positive development impact in host communities, develop personally, and become life-long active citizens.

## ABOUT THE ROLE

Job title	Volunteer Support Officer
Location	London, Waterloo
Salary	£19,565 gross per annum
Preferred start date	As soon as possible
Contract	One year fixed term contract
Visa requirements	Must have the right to work in the UK
Reports to	Senior Programme Coordinator
Direct reports	N/A
Expected travel and weekend work	Occasional UK travel and weekend work, for which time off in lieu will be given

## KEY DUTIES

The Volunteer Support Officer works in an energetic and dedicated team that inspires and supports young people to begin their journey to active citizenship. The role provides great exposure to a large scale international volunteering programme, with a focus on supporting UK youth.

Bringing a youth-focused and organised approach, the successful candidate will work with young people, predominantly aged 18-25, from fantastically diverse backgrounds. You'll be in daily contact with our volunteers, working hard to support and inspire them through the initial phase of International Citizen Service.

On a practical level, you'll manage and support young people to complete key logistical preparations including medical clearance, criminal record disclosure processing, visa requirements, flight booking, and expense and invoice processing. You'll support young people to learn and develop throughout their time with you, and feed into decisions about a young person's suitability for ICS. You'll work with in-country staff to understand ICS overseas and to ensure staff are fully briefed on the UK volunteers ahead of their arrival.

Our fast-paced, creative team environment will enable you to create and run with projects. The role will include occasional weekend working for which time off in lieu will be given.



The successful candidate will have:



- Experience of working in a youth work or youth support role
- Excellent organisation and administration skills
- Customer care experience
- An ability to solve problems in a positive and creative way
- A full person specification is at the end of this document.

## ABOUT YOU

We are looking for people with the right competencies and skills for the role, and who demonstrate the personal qualities consistent with our Values.

SKILLS AND EXPERIENCE	
Essential	<ul style="list-style-type: none"> <li>• Experience of working directly with a diverse range of young people in a support/pastoral role.</li> <li>• Administrative and logistical support experience.</li> <li>• Experience of supporting a project, programme and initiative.</li> <li>• Experience of a public-facing role, with a focus on customer relations/care.</li> <li>• Ability to prioritise a varied workload, meet deadlines and be a creative problem solver.</li> <li>• Excellent IT skills, including knowledge of Microsoft Office packages.</li> <li>• Excellent telephone manner.</li> <li>• Fluent in English (written and spoken).</li> <li>• An interest in, and a commitment to, international development and the leading role of young people in development.</li> <li>• Belief in the values of Restless Development and an ability to uphold them.</li> </ul>
Desirable	<ul style="list-style-type: none"> <li>• Experience of working with young people with additional support needs.</li> <li>• Overseas volunteering experience.</li> <li>• Experience of supporting volunteering programmes.</li> <li>• Experience of working with a database/CRM systems.</li> </ul>

Values	Behaviours	What we expect of the Volunteer Support Officer
 <b>HEART</b> We are who we serve. We are brave.	Values-led	Inspires a Restless passion in those they work with, both internally and externally. Uses Values to guide decision making and group actions.
	Innovation	Is driven to generate ideas which continually improve ways of working, involving others in the development of solutions to both causes and results of problems. Adapts style to cope with change.
 <b>HEAD</b> We are 100% professional. We prove that young people can	Delivers Quality	Strives for continual improvement against individual goals and creates opportunities to maximise their contribution to strategic priorities. Supports peers to deliver quality. Considers relevant information to propose more effective ways of working.
	Decision-Making	Confidently makes operational decisions considering underlying issues, organisational vision, Restless Values, and impact on other teams. Consults with others when making difficult decisions.

 <p><b>VOICE</b> We generate leaders. We are proud to carry the banner for youth-led development.</p>	Leadership	Is seen as a leader amongst their peers. Delegates where appropriate, creating opportunities for peers and junior team members to excel.
	People Development	Regularly seeks feedback and evaluates own performance, identifying and creating opportunities for personal development. Develops others through proactive sharing of knowledge, skills and opportunities.
 <p><b>HANDS</b> We are in it together. We listen and learn.</p>	Effective Communication	Confidently adapts their two-way communication style to suit their audience. Is able to influence others and build shared understanding.
	Collaboration	Supports their manager to develop a high performing team. Maintains strong relationships across the organisation, working collaboratively to deliver quality against organisational priorities. Builds and grows external partnerships to maximise mutual benefits.

## WHAT WE DO FOR YOU

### Remuneration

We are proud to commit to a transparent global salary scale, ensuring a fair and comparable system of pay across all global locations.

### Values and Culture

At Restless Development, we're proud that the strength and integrity of our Values has been recognised by staff, beneficiaries, donors and others who we work with. Beyond this, we have a culture of recognising and celebrating both our Values and our global achievements with monthly Values Champions and an annual Values Day.

### Work-life balance

It goes without saying that we work hard at Restless Development. We also recognise the importance of helping staff to maintain a positive work-life balance by offering:

- 24 days annual leave (in addition to public holidays and with an extra day of annual leave given for each full year of service, up to a maximum of 28 days).
- Access to flexible working.
- Generous study leave, maternity, paternity or adoption leave, and other leave allowances.

### Professional development

Restless Development is proud to be an employer who recognises potential and invests in the development of its staff. We are committed to the professional development of our staff through:

- Empowering opportunities to work on significant projects which stretch and inspire staff – allowing them to develop on-the-job.
- Regular performance management.
- Training and development opportunities, including supporting our staff to identify mentors both within and outside of the agency.
- Quarterly Staff Workshops for all staff to give and receive agency updates, receive training, and socialise.

### Travel and medical insurance

When travelling abroad with work, all staff will be covered by Restless Development's travel insurance.

## KEY DATES

Please send a completed application form to [jobs@restlessdevelopment.org](mailto:jobs@restlessdevelopment.org) by 9am on Thursday 16<sup>th</sup> June.

Please note that we do not accept CVs, resumes or covering letters.

We regret that, due to the high number of applications we receive for each role, we cannot acknowledge, or provide feedback to, candidates whose application is unsuccessful.