JOB DESCRIPTION

JOB TITLE: Youth Project Coordinator

AREA: Communications and Outreach Team

REPORTS TO: Community Engagement Lead

BAND: 5

JOB PURPOSE:

JOIC’s Youth Project Coordinator is our first point of contact for external projects aimed at engaging Jersey’s youth community. The postholder is responsible for engaging with a wide range of formal and informal youth groups in support of our vision to create a community where ‘Privacy is Instinctive’. Their key purpose is to coordinate and deliver engagement activities and educational events aimed at school and community groups aged 18 and below, informing them about privacy and data protection issues. Importantly the YPC shares information and guidance to help young people understand the role of the JOIC as well as their own personal rights and how to exercise them when necessary.

ACCOUNTABILITIES AND RESPONSIBILITIES

TECHNICAL / JOB SPECIFIC.

Responsible for a programme of projects and initiatives, requiring experience of leading and engaging with groups of young people. Required to work independently, within broad occupational policies where work is supervised in the following areas of responsibility.

Engagement and Education

• Plan, coordinate and deliver activities and events within the Community Engagement Programme, in support of our business plan or in response to emerging trends.
• Work with the Communication and Outreach and Casework teams to deliver targeted campaigns and build positive public relations with specific community groups.
• Share educational information and guidance on data protection and privacy with relevant community groups.
• Schedule outreach events and seek network opportunities with local community groups to educate, build brand awareness and trust.
• Contribute to JOIC’s external Communications Strategy, ensuring a regular supply of community-based information is promoted to young audiences via social media channels or other communication avenues.
• Collaborate and communicate successfully with other entities outside of the organisation when required.
• Help to develop the JOIC’s external brand and presence on Island.
• Utilise a variety of communication channels, inclusive of social media, website, newsletters, media releases and presentations to educate and engage community members.
ORGANISATIONAL SKILLS

- Work closely with the PR & Communications Lead to prepare resources and material on data protection and privacy, to use in the education and engagement of young people and / or their parents within our community.
- Gather data and track the effectiveness of relevant outreach programmes and initiatives aimed at youth groups. Providing analysis, evaluation and recommendations of alternative approaches / resources to the Community Engagement Lead as required.
- Coordinate other youth specialists, contributing to the Community Engagement Programme, ensuring events and activities are proactively scheduled and communicated.

TEAM

- Collaborate with the Communication and Outreach team, providing feedback on youth concerns, interests and priorities. Support the development of plans where necessary.
- With the guidance of the Operations Director and the Community Engagement Lead, ensure ‘youth’ work plans are integrated and aligned with other areas of the Communications and Outreach team.
- Provide subject matter expertise to teams across the JOIC to ensure the successful delivery of relevant business plan deliverables.

BRAND

- Act as a brand Ambassador for the JOIC.
- Ensure continuous community awareness of JOIC brand and role.

DATA PROTECTION

- Ensure that a ‘data by design’ philosophy is followed, for example during the planning and design of events and activities.
- Ensure continuous public awareness of Data Protection and privacy, including individual and business requirements under the law.

CORE COMPETENCIES.

TRANSPARENT

- OPENNESS & ACCESSIBILITY: Work closely with a range of internal and external stakeholders (e.g. colleagues, customers, local businesses, charities and other regulators) to ensure effective communications and delivery of services. Provide advice, education and support via a range of accessible channels (e.g. face to face, online, telephone and video conferencing).
- HONESTY & INTEGRITY: Provide professional and impartial advice and guidance, declaring any conflicts of interests should they arise.
- EVIDENCE BASED: Maintain and provide accurate management information and conduct research and analysis as necessary to support effective decision-making. Maintain a good understanding of the relevant Laws.

ETHICAL

- FAIRNESS AND EQUITY: Ensure fair and equal treatment of individuals regardless of their background or status. Be sensitive and diplomatic in dealing privacy issues.
- OBJECTIVITY & IMPARTIALITY: Act and take decisions impartially, fairly and on merit, using the best evidence and without discrimination or bias.
- ACCOUNTABILITY: No direct budget or line management responsibility. However, the postholder is required to have a sound knowledge of the relevant organisational policies and processes, and responsibilities within the Business Plan. Support the registration process as required and helping to train new or temporary staff as necessary. Responsible for ensuring the JOICs compliance with Data Protection Law.
### ENABLING

- **FACILITATION & COLLABORATION:** Work with internal (i.e. Team Members) and external stakeholders (e.g. local businesses) to facilitate discussions, understand views and deliver on positive outcomes.

- **INNOVATION & SOLUTIONS-FOCUSSED:** Contribute to the continuous improvements of policies and procedures by challenging assumptions and formulating modern, digital and innovative suggestions to drive more efficient way of working and improve customer experience.

- **REGULATORY EXCELLENCE:** Keep abreast of regulatory excellence, and customer feedback to the Senior Leadership Team, continuously looking for ways to improve customer experience and relaying insights to the Senior Leadership team.

### QUALIFICATIONS AND EXPERIENCE

#### ESSENTIAL

- Ability to deliver engaging, dynamic and informative talks and workshops to young people.
  
  Educated to at least degree level or equivalent. Ideally, supplemented by specialist data communications / engagement / data protection knowledge, acquired through training, extended courses and experience

- Experience using a range of communications and engagement approaches, with the ability to identify target audiences and devise campaigns that are relatable to youths and educate.

- A proactive and professional approach to work, with the ability to organise and plan their own work on a day-to-day basis.

- Good knowledge of (or the ability to learn) the Data Protection (Jersey) Law, Data Protection Authority (Jersey) Law and the Freedom of Information (Jersey) Law and other related legislation.

- Excellent interpersonal skills with the ability to build trusted relationships and positively engage with people of all ages and backgrounds.

- A good understanding and working knowledge of child safeguarding awareness / protocols, as work will be undertaken in school or other venues where there will be contact with youths.

- Excellent communications, adapted to meet audience needs, demonstrated in written, face to face or virtual interactions.

- Self-motivated with the ability to work alone and as part of a team when required.

- Good digital literacy with a technical knowledge in a number of existing as well as emerging technologies (e.g., PCs, smartphones) and familiarity of online / social media platforms primarily used by youths to raise awareness of the risks and their privacy / personal data rights in the digital environment.

- Continuously seek opportunities for self-development in the area of ‘youth’ work.

- A clean driving licence or the ability to work across various locations in a timely manner.

#### DESIRABLE

- Data Protection (PDP) Qualification.

- Experience of educating groups, through instruction, teaching, training or coaching methods.