

Youth Engagement Officer

Job pack

Thank you for your interest in working at North & West Kent Citizens Advice and Kent Law Centre. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you will find information about:

- About North & West Kent Citizens Advice and Kent Law Centre
- The role profile and person specification
- Benefits of working for us
- How to apply

**This role is funded by Kent County Council
through the Crisis & Resilience Fund.**



**Funded by
UK Government**



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About North & West Kent Citizens Advice and Kent Law Centre

North & West Kent Citizens Advice and Kent Law Centre (CAKLC) is an independent charity affiliated with national Citizens Advice and the Law Centre Network. **We are a dynamic, forward-thinking organisation delivering a wide range of high-quality advice services across the area.** Our work gives people the knowledge and confidence they need to find their way forward — whoever they are and whatever their problem.

Through our **generalist advice services**, we support a population of more than 650,000 people across North and West Kent. We operate from seven permanent offices in Dartford, Gravesham, Sevenoaks, Swanley, Tonbridge, Tunbridge Wells and Folkestone, alongside a number of in-person and video outreach services across the county. Our **specialist legal advice** covers immigration, housing and homelessness, welfare benefits, debt, family, employment, and fuel poverty. We currently hold legal aid contracts in housing, debt and welfare benefits, and immigration and asylum; ensuring that vulnerable people across Kent can access high-quality, free legal advice.

Demand for our services continues to grow, and we have responded by adopting innovative and flexible ways of engaging with hard-to-reach communities while maximising the impact of our limited resources. Last year, we supported over 19,000 clients, helping them to resolve their immediate problems, build knowledge to prevent future issues, and feel empowered to take control of their own situations.

This is an exciting time to join our organisation. We have deep roots in our local community, dating back to World War II, and have been providing free advice to residents of North and West Kent ever since. While our status as a Law Centre is more recent — having joined the Law Centre Network in November 2025 — it builds on decades of experience in social justice work and reflects our ambition to become a genuine 'one-stop shop' advice service for the county.

We hope you will want to be part of this journey with us.

The role

Job Title	Youth Engagement Officer
Hours	Full-time: 35 hours per week. Part-time would also be considered. Some flexibility is likely to be needed for evening and weekend working.
Salary	£28,373.80 per annum, pro-rata for part time.
Status	Permanent
Location	Hybrid working in North & West Kent A CAKLC office base in Gravesend, Dartford, Swanley, Sevenoaks, Tonbridge or Tunbridge Wells in Kent. Regular travel around Kent will be needed to meet with young people and community partners. There will be scope for some home working, depending on needs of the service.

Are you passionate about helping young people find their voice, build confidence and make informed choices about their future?

We are looking for an enthusiastic and creative Youth Engagement Officer to lead an exciting new project that puts young people at the heart of our advice content and engagement.

This is a unique opportunity to shape a brand-new area of work for CAKLC. You will recruit, support and inspire diverse groups of young people to become confident content creators, helping them produce videos, graphics, podcasts and digital

campaigns that speak directly to their peers. Together, you will turn complex issues—including budgeting, debt, housing, employment, benefits, consumer rights and wellbeing—into clear, engaging and practical information that young people can use in everyday life.

You will also have the freedom to explore fresh ideas and partnerships that strengthen young people's financial resilience, life skills and awareness of their rights.

Combining youth work, digital creativity, project coordination and community outreach, this role is ideal for someone who can build trusted relationships, spark participation and bring ideas to life. You will make sure young people genuinely shape the project, while creating accessible and impactful content that can make a lasting difference across Kent.

Job Purpose:

To engage and empower young people across North & West Kent to shape and create accessible digital advice content, build practical life skills and strengthen their awareness of their rights. The postholder will develop partnerships and coordinate activities that ensure young people's voices guide the growth and impact of CAKLC's advice services.

Main Duties:

Youth Engagement and Participation:

- Recruit and engage diverse groups of young people from schools, colleges, youth settings and community organisations.
- Build positive, supportive and empowering relationships with young people.
- Facilitate workshops, group sessions and creative activities that encourage participation and confidence.
- Ensure young people have meaningful opportunities to shape the project's direction and content.
- Support young people to develop skills in communication, teamwork, leadership and digital media.

Digital Content Creation:

- Support young people to create innovative social media content, potentially including:
 - Short-form videos
 - Reels and TikTok-style content
 - Podcasts
 - Graphics and animations
 - Blogs and written posts
- Help young people identify topics relevant to their lives and experiences.
- Ensure content is accurate, engaging and aligned with Citizens Advice values and branding.
- Work closely with advice teams to ensure information shared is correct and up to date.
- Support young people to evaluate the effectiveness of campaigns and learn from audience engagement data.

Financial Resilience and Life Skills Education:

- Facilitate learning activities that increase young people's understanding of key advice and resilience issues including:
 - Budgeting and money management
 - Saving and financial planning
 - Employment rights
 - Housing and tenancy issues
 - Benefits and financial support
 - Consumer rights
 - Managing bills and household costs
- Translate complex information into engaging and accessible formats.

Partnership Development:

- Build relationships with, and work collaboratively with other stakeholders, including schools and colleges, youth organisations and community groups etc.
- Promote the project within local communities and identify opportunities for collaboration.
- Organise workshops, events and outreach activities to increase participation.

Project Management and Service Developments:

- Plan and coordinate project activities and timelines.
- Monitor participation levels and project outcomes.
- Maintain accurate records, case studies and monitoring information.
- Prepare reports for funders and senior management.
- Contribute to project evaluation and impact measurement.
- Identify opportunities to expand and strengthen our youth engagement programme

Safeguarding and Compliance:

- Ensure all activities are delivered in line with safeguarding policies and procedures, including online safeguarding and safe digital participation.
- Exercise sound judgement when managing safeguarding or wellbeing concerns, escalating appropriately where required.
- Ensure all appropriate consent for images, recording and social media content.
- Maintain appropriate professional boundaries when working with young people.
- Carry out risk assessments and promote health and safety.
- Ensure compliance with GDPR, confidentiality and organisational policies.

Other duties and responsibilities:

- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
- Demonstrate commitment to the aims and policies of CAKLC.

Person Specification

	Essential / Desirable
Knowledge & Experience	
A relevant qualification, or equivalent skills and experience in Youth Work, Community Work, Education, Social Care, Communications.	Essential
Experience of working directly with young people aged 14–25.	Essential
Experience planning and delivering group activities, workshops or youth programmes.	Essential
Experience supporting young people to develop confidence, skills and participation.	Essential
Experience using social media platforms professionally, including Instagram, TikTok, Facebook and YouTube.	Desirable
Experience creating or supporting the creation of digital content.	Essential
Experience working with schools, colleges or community organisations.	Desirable
Understanding of youth engagement and participation principles	Essential
Knowledge of safeguarding children and young people.	Essential
Understanding of issues affecting young people, particularly around money, education, employment and wellbeing.	Desirable
Awareness of inclusion, equality and diversity principles.	Essential
Understanding of how social media can be used positively for education and engagement.	Essential
Experience managing youth-led social media campaigns.	Desirable
Skills & Abilities	
Exceptional verbal, written communication and interpersonal skills.	Essential
Ability to motivate and inspire young people from diverse backgrounds.	Essential
Strong facilitation and group-work skills.	Essential
Ability to build effective partnerships and collaborative relationships.	Essential
Strong organisational and project management skills.	Essential
The ability to work without close supervision, prioritise your own work and meet deadlines.	Essential
Strong digital and social media skills.	Essential

Ability to communicate complex information in a simple and engaging way.	Essential
Ability to analyse engagement data and use insights to improve content.	Desirable
Personal Attributes	
Supportive, encouraging and empowering in their approach to working with young people.	Essential
Committed to sharing knowledge and helping others learn.	Essential
Creative in developing engaging content and activities.	Essential
Passionate about improving opportunities for young people.	Essential
Enthusiastic and energetic.	Essential
Inclusive and non-judgemental.	Essential
Professional and approachable	Essential
Reliable and responsible with a strong sense of accountability	Essential
Positive and collaborative	Essential
Commitment to CAKLC's mission and values	Essential
Flexible and adaptable to meet changing service needs	Essential
Commitment to safeguarding, confidentiality and professional standards.	Essential
Other Requirements	
Willingness to travel around Kent as needed, to meet with young people, partners and colleagues (expenses will be reimbursed)	Essential
Willingness to work flexibly, including during evenings and weekends on occasion, in order to meet with young people and community partners.	Essential

This post is subject to a police check of previous criminal convictions with the Disclosure and Barring Service (DBS)

Benefits of Working for Us

At North & West Kent Citizens Advice and Kent Law Centre, we aim to offer a friendly and supportive work environment and the chance to make a real difference to the lives of people in Kent.

We want our staff to feel appreciated and well rewarded for the valuable work they do, so we try to offer generous benefits to our employees including:

- Payment of professional fees and memberships.
- A 35-hour working week, with flexibility where needed.
- 30 days annual leave days (including bank holidays) for full time staff, plus four additional days leave between Christmas and New Year.
- Policies that support a healthy work-life balance.
- Pension scheme.
- Commitment to continued professional development, with opportunities to build skills in new areas.
- Comfortable offices in town centre locations.

Promoting equality, valuing diversity and working inclusively are integral to our ethos as an employer and service provider. We will take steps to recruit from the widest pool of qualified candidates practicable, ensuring that employment opportunities are open and accessible to all on the basis of their individual qualities and personal merit.

We are a Disability Confident Employer.

How to apply

To express an interest in this position, please send your CV to:
ann.starke@nwkent.cab.org.uk

There is no closing date for this role. We will review applications as they are received and will keep the vacancy open until a successful appointment has been made. If you are interested, we encourage you to apply as soon as possible.