



Application Pack

Embrace. Empower. Educate.

Role:	Interim Youth Officer
Hours:	Negotiable
Salary:	£26k to £28k
Contract length:	4-6 months
Reports to:	TBC

We are committed to ensuring an accessible and inclusive recruitment process. If you would prefer to apply using an alternative format - such as a video application or another method that better suits your needs, please contact recruit@mermaidsuk.org.uk. We will be happy to support you and make suitable adjustments.

Mermaidsuk.org.uk

Recruitment enquiries: recruit@mermaidsuk.org.uk

This job description is in Arial size 12 font. Should you require this description to be sent in a larger size or read out to you, please contact 0800 801 0400 or email info@mermaidsuk.org

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A little bit about us...

'We use 'trans' as an umbrella term for people that are binary trans, non-binary, genderqueer, genderfluid, agender or of other non-cisgender genders, including those of non-Western origin.'

The Charity

Mermaids has been supporting trans children, young people, and their families since 1995. Mermaids has evolved into one of the UK's leading LGBTQ+ charities, empowering thousands of people with its secure online communities, local community groups, helpline services, web resources, events, training, policy and stakeholder engagement and residential weekends.

We also seek to educate and inform wider society on gender identity by helping professionals accommodate and reassure gender diverse young people. Over the years, we've seen many changes in the language and understanding surrounding gender issues, but one thing remains the same: trans children deserve the freedom and confidence to explore their gender identity wherever their journey takes them, free from fear, isolation and discrimination.

What You Can Expect

In supporting our mission to create lasting, positive change for trans people, now and for generations to come, you will receive our full support to thrive in your role. This includes comprehensive training, opportunities for professional development, a contributory pension, generous holiday entitlement, access to external supervision, and a range of additional benefits.

Message from the CEO

Thank you for your interest in the role of Youth Officer with Mermaids. This is a truly exciting time to join the charity; there's no other organisation like Mermaids. Whatever you do here you will be supporting our work to achieve our mission and make positive change for transgender, non-binary, gender diverse children and young people for generations to come. Given the challenges facing young transgender people on numerous fronts, it is more important than ever for the charity to step up.



If you want to be involved in one of the most significant civil rights movements of our time, then this is where you need to be. This role will be central to ensuring the organisation can continue delivering exceptional, high-quality youth services while expanding opportunities for young people. The Youth Officer will play a key role in planning, delivering, and coordinating youth programmes, building positive relationships with young people, and supporting activities that help them develop skills, confidence, and resilience. The postholder will work closely with colleagues and partners to ensure our youth provision remains engaging, inclusive, and responsive to the needs of the communities we serve.

I joined the organisation as Chief Executive Officer in November 2025, bringing with me a long-standing commitment to youth advocacy and inclusive leadership. Supporting trans, non-binary and gender-diverse young people is central to my work. Throughout my career, I have championed policies that promote safety, dignity and equal access to opportunities, and I continue to listen closely to the communities we serve to ensure their experiences guide our direction. I am dedicated to fostering a culture of respect, belonging, and meaningful change for all young people.

If you have the passion and drive to help us achieve our vision. I look forward to hearing from you and, hopefully, joining us soon.

Yours,
Jo Hardy
CEO

Role Profile

Interim Youth Officer

The young people, children and families that we support are at the heart of everything we do at Mermaids. We have ambitious plans to expand the reach and impact of our youth work. To support this growth, we are recruiting an Interim Youth Officer who will play a key role in overseeing our youth programmes and activities. The successful candidate will help increase our capacity to engage with more young people, provide high-quality support, and ensure the continued delivery of our core youth services while contributing to the development of new opportunities for young people.

Mermaids is an equal opportunity employer. We encourage applications from those with lived experiences (directly or indirectly) and/or close ties to the LGBTQ+ community. We actively support and encourage people from a variety of backgrounds and experiences to join us and shape what we do. We are particularly keen to receive applications from BPOC (black and people of colour) and/or disabled and trans candidates.

Key Objectives

The Interim Youth Officer's key objective is to ensure continuity of Mermaids youth advocacy services, to deliver planned activities and maintain service delivery.

Key Responsibilities

- Support our Youth Advisory Panel to deliver its core work and continue to meet regularly, maintaining a strong relationship with internal stakeholders
- Support with the planning and arrangements for a YAP away day in October
- Contribute to Turning the Tide operational consortium meetings, working with the CEO who attends TTT strategic management meetings
- Work with the CEO, YAP and other colleagues to plan arrangements and set up

the next Transcend residential weekend

- Contribute to forum and MANGO/ YAP platform moderation
- Ensuring safeguarding policies and procedures are followed across youth advocacy work
- Support with other youth engagement activities as required e.g. IGLYO, LGBT Consortium or other sector partner events, meetings and partnership opportunities
- Ensure all recording keeping, and all relevant Monitoring and Evaluation is completed

General Responsibilities

- Maintain good working relationships with all staff members, volunteers, and stakeholders.
- Manage own time effectively and ensure attention to detail at all times.
- Conduct the duties of the job description in accordance with the operational policies of Mermaids, including, but not limited to, the confidentiality and code of conduct policies.
- Adhere to all Mermaids policies and procedures.
- Undertake any other reasonable duties as may be required such as attending events and residential weekends when requested.

Person Specification

Interim Youth Officer

You should be able to demonstrate that you meet the following criteria:

E = Essential

D = Desirable

Measured by:

A = Application Form

I = Interview

KNOWLEDGE, SKILLS & RELEVANT EXPERIENCE		
E	Experience developing and implementing youth-focused programs or campaigns.	
E	Proven track record of working directly with young people in various capacities.	
E	Awareness of issues affecting LGBTQ+ communities, particularly trans, non-binary, and gender-diverse people.	
E	Strong written and verbal communication skills.	
E	Genuine passion for youth advocacy and engagement, with a commitment to empowering young people.	
E	Ability to facilitate workshops and discussions sessions effectively.	
E	Experience and understanding of safeguarding policy and procedures in a youth setting	

E	Sensitivity to cultural diversity and inclusivity, with experience in working with diverse youth populations.	
D	Formal youth work qualification	
D	Proficiency in using digital communication tools and social media platforms to reach and engage youth audiences.	

Key terms

Place of Work: We operate as a fully remote organisation; this role is home-based with occasional travel for in-person meetings.

Contract Type: 4-6 months temporary

We are happy to discuss and explore flexible options and job share opportunities.

Salary: £26k to £28k depending on experience.

Annual Leave: The full-time core holiday entitlement is 26.5 working days.

Pension: Mermaids will contribute 6% of salary to the Mermaids pension scheme, 2% will be automatically taken from your salary as the employee contribution unless you choose to opt out.

Benefits: All staff members receive the following benefits:

- 4-day week (32 hours)
- Remote working
- Increased annual leave based on length of service (an additional 1 day per year up to a maximum of 4 days)
- Bank holiday flexibility (can be worked if preferred)
- Christmas closure
- Birthday leave
- Access to a GP 24/7, an employee assistance programme and external supervisors
- Health cash plan (the ability to claim back medical and dental costs)

Probation & notice: The post is subject to a one-month probationary period. During this period, you will be entitled to receive, and are required to give, at least one weeks' notice of termination, which must be in writing. After successful completion of your probationary period you are entitled to receive, and are required to give, one months' notice of termination, which must be in writing.

The selection process

How to apply

Send your completed application form and CV to recruit@mermaidsuk.org.uk with Interim Youth Officer in the subject title.

Please include hyperlinks in the letter to relevant material and add all social media accounts to the body of the email.

Deadline for applications: The final day for applications to be sent to us is 9pm Wednesday 26th August. Please note that the charity reserves the right to offer the position to an individual before the deadline has lapsed, so we would recommend that you do not wait for the deadline to apply if you are interested in this role.

Interview date: Monday 31st August TBC

Start date for the role: subject to when you can start.

Safeguarding

Mermaids is committed to safeguarding and promoting the welfare of children, young people and adults at risk, and this is a responsibility that is shared by all members of staff and volunteers across the Charity. The successful candidate will be subject to reference requests, safer recruitment checks and will be required to pass a Basic or an Enhanced Disclosure and Barring Service (criminal records) check.

Data Collection and Protection

We treat personal data collected during the recruitment process in accordance with Data Protection legislation.