

Professional Profile

A Youth Engagement Professional who is a credible leader, client focused, driven to deliver, confident and committed to continuous professional development. I am an excellent role model, decisive thinker, motivator, and skilled influencer who thrives on change, working collaboratively and challenging the status quo. As a youth voice practitioner in the charity and local government sectors, my increasing knowledge and experience will help your organisation achieve its goals and objectives. I am particularly enthusiastic about creating, influencing, and leveraging strong policies, programmes and frameworks to support and catalyse meaningful change.

Career History

Participation People: Youth Voice and Influence Officer

Sept 2023 - Present

Key achievements:

- Managing and improving how youth insight is captured as business intelligence resulting in young people influencing key decisions within small, medium, and large organisations.
- Producing detailed, youth-influenced, reports for NHS Public Consultations; an in-depth policy audit for the UK's largest SEN education provider; and gathering data for Save the Children UK to be used as part of a campaign to help families on the lowest incomes.
- Improving organisational performance with young people as the driving focus.
- Innovatively re-purposing resources to better meet the needs of young people.
- Remaining responsive and agile to the changing needs of children and young people.
- Contributing to the development of corporate client-based relationship plans and providing effective people management initiatives, job design and evaluation outcomes to meet the needs of the organisation, in line with the organisational strategy.

Camborne RFC: Hospitality Host

April 2019- Jan 2022

Key achievements:

- Successfully led large scale festivals, sports events and promotional events, resulting in high-level sponsorship and further smaller event bookings.
- Successful negotiations with suppliers and community groups.
- Outstanding customer feedback through 360 appraisal and customer survey.
- Effective proactive approach to management, coaching and development, which has contributed to the reduction of dependability on high-level management functions.

South Western Railway: Innovation Manager (Shadow)

November 2020

Achievements whilst in Work Experience:

- Shadowed the Innovation Manager's key projects, witnessing the delivery of; the development and implementation of the strategic plan.
- Writing a proposal for a new customer-facing ticket purchasing system to go to senior managers for approval.
- Established meaningful relationships with innovation manager, stakeholders and other officials to understand their processes around cost effective, high-quality service across the railway.

Create and Paint, The Bear Works: Customer Service Supervisor

July 2017 – Dec 2020

Key achievements:

- Developed staff to recognised company standard and successfully implemented job rotation within my team which allowed for increased flexibility.
- Successfully reviewed the seasonal staff offering, whilst mentoring, coaching and guiding younger staff with resulting in them returning to work during high peak seasons, reducing the overall training need.

Volunteering

The Scouts: A trustee for one of the largest co-educational youth charities in the UK and a trustee for local federated Charity in Cornwall.

Feb 2021 - Present

- Formulating and regularly reviewing the strategic aims of the movement, and providing direction for its ongoing development, by supporting policy development and implementation, in accordance with the Bye Laws, making sure that young people are at the heart of decision making.
- Participate and feed back to the People and Culture and Safety Subcommittees – and learning and review panels - delivering scrutiny on the organisation's strategic and operational objectives all whilst ensuring an alignment with Nolans seven principles of Public life.

The Scouts: Youth Lead for Cornwall. and Leader within two of the sections with the largest growth (4-8 year olds).

Feb 2021 – Jul 2023

- Helped to make sure that the whole of Cornwall Scouts' youth delivery is shaped by young people.
- Created opportunities for young people to provide feedback (often through the regular Youth Forums that I conducted).
- Promoted the "YouShape award" and delivered a key part of our strategy, seeing over 3 times increase in top awards across Cornwall.
- Supported the mid-level management in the area, bringing leaders together to support each other, share ideas, and work towards a shared vision.

Falmouth and Exeter Student Union: Volunteering Officer

Sept 2022 – Aug 2023

- Developed the University's volunteering directory, linking 6000 University students to wider community volunteering opportunities for the first time.
- Led work on a student volunteering reward scheme, giving students new skills and external qualifications, enhancing career prospects.

Education, Qualifications & Training

University of Exeter BA Geography

2020-2023

Modules included: Social and Cultural Geographies; Research Methods and Design; Climate Change and Society. Completed a dissertation, using qualitative and quantitative data collection and analysis, titled: *Motivations and Spaces for Young People to Engage Effectively in Civic Governance*.

Additional awards: Community 'Andy Hocking' Award for "outstanding service to the community" and 'Winner of Winners' 'Daniel Palmer' Award for "overall contribution to university and wider community life".

Truro College

2017-2020

- A Level Geography, Chemistry and Biology
- AS Level Maths and Psychology

Pool Academy

2012-2017

- 9 A*-C GCES; 7 GCSE Maths; 7 GCSE English

I am committed to my personal development by attending youth work/participation conferences every six months, minimum, outside of work time. I have also provided training and support for a local Charity (Connor Downs Residents' Association) implementing several policies including safeguarding, safety and expenses. I have completed Duke of Edinburgh Bronze, Silver and Gold Award. I was presented the Chief Scout Gold, Diamond and Platinum award, before the age of 18 and am a proud Queen's Scout Award holder. In my spare time, I use my skills and interest in music to lead the accompaniment at a local church and sing as part of the award-winning Holman-Climax Male Voice Choir. I have also undertaken media training, and take part in a "news review" monthly on BBC Radio Cornwall.