

# Job Pack

## 1MM Regional Manager Programme Delivery - London

*(Hybrid working in London)*

**One Million Mentors is a unique community-based mentoring system with one simple aim. To transform our society by connecting one million young people with one million opportunities.**

**This is social change... at a national scale.**



## 1MM's Approach to Mentoring

1MM mentoring empowers young people to become the best version of themselves: building relationships - free of assumption and judgement - where they benefit from another's experience and perspective and can think bigger, find their own answers and take the next meaningful step into their future.

We recruit, train and deploy volunteer mentors, matching them with mentees and providing high quality support to both so that they are well prepared and can have an effective and impactful mentoring relationship. Our mentoring is one to one, for young people aged 14-25 years old, for 1 hour, once a month, for up to a year..



## Where are we now?

One Million Mentors (1MM) is an exciting community-based mentoring programme, quickly growing roots around the UK. Our aim is to recruit, train and deploy a million mentors in order to transform a million young lives.

This ambitious programme backs the talents of young people to improve their career chances. 1MM was founded on the belief that through personal, one-to-one mentoring, more young people can grow the knowledge, networks, skills, and confidence they need to succeed.

Through our innovative online platform and personalised mentoring, young people are connected with an ever-growing network of businesses and professionals. 1MM harnesses and shares the experience and expertise of local leaders to provide face to face, 1:1 structured support and opportunities to young people to improve their social networks and employability prospects.

We work with Regional Mayors, local councils, employers, youth partners and communities to support key strategic priorities such as the Catch Up Agenda in schools, cost of living crisis, labour and skills shortage as well as supporting the wellbeing of young people in these challenges and unprecedented times.

Over the past five years 1MM has established over 5,000 one-to-one mentoring relationships across the UK, mostly in Greater Manchester, the West Midlands, East London and the Cardiff region. We have gained important insights at the local level, from our 100 plus youth partners and over 200 local employers of the key opportunities and barriers for engaging in mentoring.

Over the next three years our strategic priorities are to scale up mentoring across all our existing regions, expand into new regions and secure a diverse funding portfolio in order to sustain our scale and ambition.

We are looking to achieve a million connections in the next 10 years.

**That's where you come in!**

## 1MM Regional Manager for Programme Delivery; job description

**Mission:** One Million Mentors' aim is to ensure that every young person in the country has access to a trained mentor as they transition into adulthood. We believe that investing in mentors will help to address the skills gap agenda and improve social cohesion. Regional Managers lead key aspects of delivery for One Million Mentors' mission in each region.

There are two Regional Manager roles in London, both reporting to the Chief Commercial Officer (CCO). This role is the **Regional Manager for Programme Delivery**, focusing on mentee demand, managing the end-to-end coordination of multiple programmes across London.

Are your passions and strengths aligned with closely engaging with youth organisations to establish successful 1MM Mentoring programmes? Then this is the role for you.

### 1MM Regional Managers main tasks include:

- Helping 1MM to scale by establishing over 150 new, high quality mentoring matches each quarter. (A match means that the mentor and the mentee have completed 1MM's training and have had their first meeting)
- Meeting all quality assurance KPIs.
- Ongoing support for key stakeholder partners, including Youth Partners (e.g. schools, colleges etc), and maintaining strong relationships.
- Securing at least one new partner per quarter.
- Become familiar with the 1MM Platform, using it comfortably for ongoing administration and providing support to users.
- Providing regular reports on progress related to the role.
- Potential for line-management responsibilities as the team grows.

### Additional details for the roles include;

#### Enabling 1MM to deliver a high-quality and safe mentoring experience by:

- Considering the end-to-end requirements for delivering positive 1MM programmes.
- Responsible for stakeholder sourcing, onboarding, matching, and evaluation collections.
- Working with other Regional Managers (RMs) and Programme Administrators (PAs) to deliver a high-quality experience.
- Providing support for participants throughout their journey.
- Supporting programmes:
  - Planned according to the programme briefs set.
  - Delivered in line with the Quality Standards stipulated.
  - Reported and evaluated against the evaluation framework.
  - Managed in line with the programme management processes.
- Working with the PA to troubleshoot and resolve participant issues.

- Assisting the Data & Insights Officer to monitor, collate, and analyse impact data to inform continuous improvement. Supporting focus groups, collecting quotes and case studies.
- Being accountable for safeguarding, ensuring mentoring is a safe and secure experience for mentors and mentees, by working with 1MM's Designated Safeguarding Officer to investigate any concerns raised, and escalating directly to the CEO for any more serious matters.

### **Sourcing participants to the starting target of over 150 matches per quarter by:**

- Overseeing a successful sourcing strategy, meeting funder and 1MM targets.
- Using social media, former participants and community members to support participant sourcing strategies.
- Working to achieve diversity recruitment targets.
- Promoting 1MM on social media and leveraging your own network as appropriate.
- Overseeing and supporting a seamless onboarding experience (led by PA).

### **Onboarding of participants, matching, and providing ongoing support for a quality experience by:**

- Supporting mentees through the onboarding process, following the appropriate process for over 18s and under 18s.
- Ensuring all young people complete the required registration and onboarding requirements for a mentoring relationship.
- Playing an active role in delivering mentee inductions, mentee workshops ("prep sessions") and joining (but not leading) the mentor workshops. .

### **Support 1MM's strategy of increased funds from local sources and partners:**

- *The RM for Programme Delivery* would connect with the local ecosystem of youth networks, businesses, grant making bodies, and the local council, working with the CEO for increasing funds from local sources.
- *The RM for Volunteer Mentors* would connect with national and regional businesses, professional associations, communities and networks, working with the CCO for increasing funds from employers.
- Articulating how and why 1MM makes a difference, understanding the stakeholder priorities and being able to connect these with 1MM's mission.

### **Take responsibility, follow 1MM's working norms, and collaborate effectively with others, by:**

- Being proactive and solutions focused eg, taking ownership of issues in the region and identifying root causes by offering suggestions on how to prevent recurrence and improve.
- Abiding by all organisational policies, codes of conduct and practice, including working to administration and communication protocols and supporting diversity and equality of opportunity in the workplace.
- Working within 1MM's IT framework, using organisational tools as required and established across all the 1MM team.

### **Support data collection, development discussions, testing, and use of the platform, and providing support to users, by:**

- Assisting the Data & Insights Officer to monitor, collate, and analyse data. Support with focus groups, quotes and case study collection across the regions.

**Be an effective face of 1MM in the region, leveraging the SMT and CEO where required, by:**

- Collecting the necessary data, and completing stakeholder reports as required.
- Being an effective ambassador for 1MM in social media forums and as part of mentor/mentee sourcing activities, participating in social media communities.
- Planning and organising local and regional events, drafting own press releases for events.
- Owning local relationships. and supporting the senior management team to maintain relationships with other relevant external stakeholders and organisations.

## Person Competencies

### Position: Regional Manager for Programme Delivery

This sets out the ten essential competencies we are seeking for this post. Please ensure that your CV demonstrates how you meet the competencies. In your Covering Letter you should highlight how you demonstrate two of these competencies in more detail, with the opportunity to demonstrate how you are working towards any competencies you feel you are lacking in. You may include voluntary, unpaid and paid work.

1. At least 12 months relevant work experience.
2. Experience of working in a target orientated environment, and to ambitious targets.
3. Outreach and engagement to secure partners whom 1MM can work with to deliver quality mentoring programmes.
4. Keen attention to detail.
5. Excellent relationship management skills, including at a senior level.
6. A demonstrated knowledge of or a passion towards mentoring and social action.
7. Experience of managing, motivating and empowering staff.
8. Comfortable with presenting to groups online and in-person
9. Very strong spreadsheet skills, specifically with Google Sheets but also MS Excel. Comfortable with IT systems in general.
10. Confident and self-motivated with high standards of quality and the ability to stay focussed in the face of changing priorities.

We also expect all applicants to be able to demonstrate a commitment to anti-discriminatory practice and equal opportunities, with an ability to apply awareness of diversity issues to all areas of work.

Good governance, rigour, and quality are three key pillars that 1MM is built upon and is expected from all members of the team. This has allowed us to become one of the most exciting mentoring organisations in the UK!

## What we have to offer

### The role offers:

- The opportunity to be part of a dynamic organisation, values-driven organisation working to achieve lasting social change.

- A unique opportunity to work across the business, public and third sector to develop innovative ways of harnessing the potential of young people in the United Kingdom.
- An exciting opportunity to shape a growing organisation.
- Monthly Learning and Development sessions to enhance your personal development.
- 15 hours per year volunteering allowance.

**Terms and Conditions:** This is a full time role offered in London, for 6 months (continuing subject to funding). This is a hybrid role with two days working at home, two days in the London office and one day where it is up to you.

**Remuneration and benefits:** Salary bracket of £29,000 per annum plus London Weighting (pro rata), up to 6.5% employer pension contribution and 25 days holiday per year (pro rata).

## How to apply

Application is made by submitting **a CV and a Cover Letter** either through CharityJob or by email to [enquiries@1mm.org.uk](mailto:enquiries@1mm.org.uk) quoting "**Regional Manager Programme Delivery**". The CV should be tailored to demonstrate how you meet the competencies essential to the role.

The Cover Letter should highlight how you demonstrate two of these competencies in more detail, with the opportunity to demonstrate how you are working towards any competencies you feel you are lacking in. The Cover Letter should also detail why you are interested in the chosen role, why you want to work for One Million Mentors, and how your values match those of our own. The Cover letter should be no more than 2 pages of A4. **Applications without a cover letter will not be considered.**

We encourage applicants from diverse and underrepresented backgrounds to apply to this role.

One Million Mentors is committed to ensuring all necessary steps are taken to protect children and adults at risk from harm. All 1MM staff are expected to observe professional standards of behaviour and conduct their work in line with our Safeguarding Policies. Any employment with One Million Mentors will be subject to the following checks prior to your start date:

- A self disclosure form
- A satisfactory Disclosure and Barring Service (DBS) check
- Receipt of satisfactory references
- Proof of eligibility to work in the UK

Applications should include your notice period and two referees where possible, to be contacted with your permission.

**We will be carrying out rolling interviews for these roles so encourage prompt applications to avoid disappointment. The final closing date is 12 noon on Tuesday 11th June 2024, but we reserve the right to close this application early.**

We regret that we will only be able to offer feedback to shortlisted applicants.