

# **ARTS EMERGENCY**

**London Mentoring  
Officer**

**Application Pack  
June 2024**



Heila on work experience at  
Output Arts. Photo Tishon  
Nicholson.



## About us

Arts Emergency is a mentoring charity and support network. Since 2013, we have worked to address the inequalities in the creative and cultural sectors. Founded in Hackney by two friends, activist Neil Griffiths and comedian Josie Long, we now support 1,300 brilliant young people across the UK. We provide guidance so they can chart their own course. We create connections to help them get ahead.

### Our values

#### Optimism

We are optimistic about the future of society, the potential for change and transformation.

#### Support

We provide long-lasting support to young people and to the network of professionals driving change. Through this we create a community.

#### Persistence

We will be a persistent source of opportunity for young people, creating trust with our partners and with young people.

#### Integrity

Our programmes will be transformative, meeting the needs of young people in an evidence-based way and empowering young people to influence our programme.

#### Inclusion

We will actively improve our inclusion of young people, assessing barriers to engagement and working with partners to provide for everyone in need.

See some of the results of our work in our [2023 Impact Report](#).

## What we do

Arts Emergency provides 16-25 year olds in London, Greater Manchester, Merseyside and beyond with a trained mentor working in their field of interest. Mentors help Young Talent set goals, explore their passions and make decisions about higher education, training and careers.

After they complete a year of mentoring, Young Talent can continue to access opportunities, advice, resources and paid work from the Arts Emergency Network until they turn 26. The network is made up of thousands of cultural professionals who've all offered to share crucial gateways into hard to crack industries like TV, publishing and architecture with young people underrepresented in those fields. High profile members include comedians Nish Kumar and Sara Pascoe, actors Nikesh Patel and Julie Hesmondhalgh, and writers Neil Gaiman and Sarah Perry.

**“Arts Emergency has done more for me than I ever thought possible, it has opened doors I thought were closed. It has given me hope.”**

DEJI, YOUNG TALENT

Find out what our mentees have to say:

[\*\*Arts Emergency Mentoring Celebration Event 2023\*\*](#)



Olamide reads her poem at a Celebration event. Photo Lilla Nyeki.

## Our plans for the future

Our vision is of a society where every young person gets a fair chance to flourish and every opportunity to contribute to the culture in which they live.

This is an exciting time to join Arts Emergency and help to shape the future of the organisation. In 2022, we conducted a strategic review to inform our direction and update our mission and impact. We recruited a new Chair and new board members to help us achieve this and welcomed a new Youth Collective, who ensure that young people's voices are amplified through our work. Additionally, two Youth Collective members serve on the board as Young Trustees.

This is a critical time as we expand nationally to meet the urgent need for our support. Having grown five-fold since 2016, we have ambitious plans to grow our flagship mentoring programme, including increasing capacity in the regions where we already deliver, expanding to new regions across the country, and exploring the potential for new ways of working to reach more young people in need of support.

We are also laying the groundwork for enhancing how we provide long-term support for our young people's personal and professional development through our Community offer. We know that breaking into the industry doesn't happen overnight, and we are committed to facilitating young people on their journey until their 26<sup>th</sup> birthday, with the support of our Network members.

# 93%

of mentees said they understood more about the world of work by the end of their mentoring year



Hosanna on her Technical Theatre Apprenticeship.  
Photo: Sim Canetty-Clarke

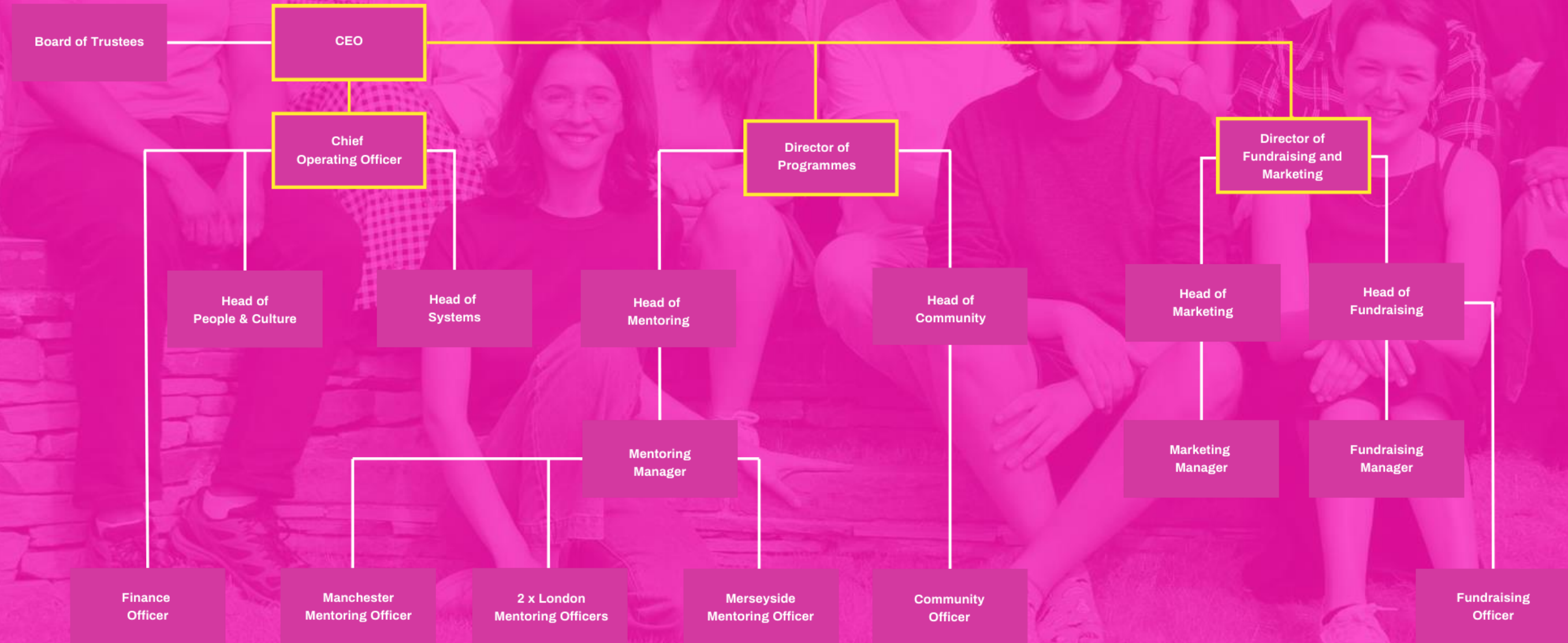
# Our team

The Arts Emergency team is a group of passionate and dedicated staff and trustees who bring together a wealth of experience from the charity and cultural sectors.

## Meet our team

**“I am thrilled to be part of the hugely important changes Arts Emergency is making to the industry and its legacy that has affected so many for the better, in such a short time.”**

YOMI ADEGOKE – WRITER, JOURNALIST AND BOARD MEMBER



# Commitment to equality and diversity

Arts Emergency is committed to being a welcoming and inclusive organisation. We're dedicated to social justice and making the arts and humanities equitable for all. We help our volunteers to address the structural inequalities in the cultural and creative industries, and use our voice to influence gatekeepers to make real, long-term changes.

When we recruit we will always: **show the salary, pay a living wage,** and **won't demand a degree** as an essential criteria (unless a specific qualification is required for a role). We particularly welcome applications from disabled people, LGBTQIA+ people, Black, Asian and minority ethnic candidates.

**“Our future cultural landscape is in danger of being populated exclusively by the children of the wealthy and well-connected. I love Arts Emergency because it works to bridge this gap. To create the opportunities that have been taken away.”**

JULIE HESMONDHALGH, ACTOR

We are committed to the employment and development of disabled people. We guarantee to interview anyone who identifies as disabled and whose application meets the person specification for a post. To be invited to interview, you must show in your application that you meet the person specification for the role. If you tell us that you have access requirements or any requests to make you comfortable, we can make reasonable adjustments to the interview process, and, if you join us, to your work arrangements.

London Mentoring Introduction Event  
Photo: Rob Greig



# London Mentoring Officer

**Permanent, full time  
£30,500 per annum plus 6% pension  
contribution.**

**This role can be home or office-based. Arts  
Emergency operates a 35-hour week, we will  
consider compressed or annualised hours.**

## About the role

Arts Emergency have been supporting young people through our mentoring programme since 2011. During this time, we've seen a huge community of mentors from across the UK's creative industries come together to support nearly 2,000 underrepresented young people to pursue higher education, creativity and careers.

As the London Mentoring Officer, you will work as part of a small team to recruit, match and support mentoring pairs across London. This is a busy, fun, and super rewarding role where you'll get to work independently while being supported by the Mentoring Manager, your Mentoring team colleagues, and the wider Arts Emergency team around the country.

## Key tasks

- Recruit and maintain a network of volunteer mentors, in collaboration with the wider Mentoring and Arts Emergency team
- Organise mentor training events and carry out necessary safeguarding measures, including enhanced checks with the Disclosure and Barring Service (DBS) for volunteers
- Promote the mentoring programme with schools, colleges, and other referral partners
- Manage existing relationships and develop new ones with schools, colleges, and other referral partners
- Manage application and onboarding processes effectively
- Ensure the best possible mentor matches for young people and provide high-quality support throughout their mentoring relationship
- Develop value-added opportunities for mentees to gain first-hand knowledge and experience in their fields of interest, and to achieve their personal goals.
- Monitor the programme and share updates proactively with the Mentoring Manager, including reviewing and responding to mentor reports
- Contribute to planning on-boarding or celebration events for mentoring pairs
- Represent Arts Emergency at events, developing relationships with supporters and cultural organisations, and acting as an ambassador for the organisation's work
- Ensure compliance with all relevant policies and procedures, flagging causes for concern with the Designated Safeguarding Officer (DSO) if needed
- Work with the wider team to curate monthly newsletters, sharing opportunities with London-based mentees

- Undertake any task that may be requested from time to time that may be consistent with the nature and scope of this post
- Maintain the ethos and values of the organisation and positively promote the work and its activities at all times

## Key results/objectives

- There are sufficient volunteer numbers for the project to commence
- Partners understand the benefits of the programme and sign a partner agreement
- Partner recruitment is carried out, and there are sufficient applications received for the project to commence
- All eligible applicants have been met individually (either digitally or in person) to assess needs and address expectations
- Sufficient mentors have been trained, and enhanced DBS certificates and safeguarding measures are in place for those matched, in accordance with our safeguarding policy
- Accurate records are kept on Salesforce, with reports regularly received from volunteers
- Value-added opportunities are offered regularly to individuals and through the mentee newsletter
- Communication with the wider Arts Emergency team is clear and proactive, issues are addressed quickly, and progress is reported on regularly
- Feedback from both mentors and mentees are largely positive, and show significant impact, with a majority of mentees finishing mentoring and feeling positive about their futures

## Person specification

We are aware that everyone has a range of skills and experiences and that transferable skills or similar experiences may not align exactly with the person specification outlined here. If you feel that you could successfully fulfil the responsibilities of the role, we would encourage you to apply, even if you don't meet every criteria in the person specification.

Training and support can be provided for the successful candidate to support their development in areas of the role with which they are less familiar.

### Qualifications

No specific qualifications are required for this role

### Experience

- Experience working with young people aged 16-18
- Experience of project management within a service delivery context
- Experience of managing relationships with partner organisations and/or skilled volunteers
- Experience of programme delivery in a related field (e.g. youth work, arts and culture, education)

### Skills & Abilities

- Excellent interpersonal and relationship-building skills with diverse stakeholders
- Good presentation skills and confident at public speaking
- Good administrative and organisational skills
- Time management skills - the ability to work to deadlines, and under pressure, balancing several priorities at once

- Creative thinking - ability to recognise and capitalise on value-added opportunities for mentors and mentees
- Excellent attention to detail and accuracy in recording important information
- Capability in using standard office programmes, web-based apps, and databases

### Knowledge

- Knowledge of the context and issues affecting young people in London aged 16-18
- Knowledge of the creative and cultural industries in London
- Knowledge of the education system and/or careers guidance

### Personal qualities

- Commitment to upholding Arts Emergency's values of being bold, optimistic, and community-led
- A demonstrable passion for social justice
- A 'can-do' attitude
- Passionate and driven to make a positive impact on the world
- Always learning: a self-starter, motivated, eager to learn
- A people person, inspirational and brilliant at working closely with multiple stakeholders
- Team-oriented but takes individual responsibility
- Resourceful and embraces challenge and change
- Self-discipline to work independently and communicate proactively with the wider team
- Willingness to work flexibly to meet the demands of the role

## Working conditions

The role can be home or office based, or hybrid. Arts Emergency's head office is in Manor House at Unit W3, 8 Woodberry Down, London, N4 2TG. We also maintain an office in Manchester and have access to Spaces offices around the country, which can be used by all staff if an office space is needed outside these areas.

Regular travel across London is essential as part of programme delivery. Where off-site working is required as part of programme delivery, travel expenses will be covered within London. We will occasionally ask you to travel to other offices or locations for training and away days. Travel expenses for these events will be covered, and we will offer remote options when necessary, and ensure accessibility requirements are taken into account.

Arts Emergency operates a 35-hour week, and we will consider compressed or annualised hours. There may be occasional evening and weekend work. We operate a time-off-in-lieu system.



# How to apply

We will be hosting an optional Zoom on Wednesday 26 June at 6pm for prospective applicants to learn more about the role, the Mentoring team, and Arts Emergency before they apply. Click [here](#) to register.

## To apply please complete the following

1. Download and fill in the application form.  
The application includes parts:
  - **Part One** asks for your personal information, education, work history, referees
  - **Part Two** asks for supporting statements in relation to the job application

You can return the application forms as a Word Document or PDF. If you prefer you can talk through the Part Two questions in an audio file (no longer than 10 minutes).

To transfer an audio file, upload to [Wetransfer.com](https://www.wetransfer.com) and use the 'get transfer link' option, then copy and paste the generated link into your email.

2. [Click here](#) to complete our Equality and Diversity Monitoring Survey.\*
3. Once completed, please send the application (Parts One and Two) to [jobs@arts-emergency.org](mailto:jobs@arts-emergency.org) by **10am on Monday 1 July 2024** with **AE-LMO1** in the subject line.

Interviews will be held in person in London the week commencing 8 July 2024.

If you have any questions about the role, please contact Joe Burton, Head of Mentoring, at [joe@arts-emergency.org](mailto:joe@arts-emergency.org). If you have any questions about the application process, please contact [jobs@arts-emergency.org](mailto:jobs@arts-emergency.org).

Please see our [privacy policy](#) to find out more about how we handle your data. You'll also find further information within the application form.

\*The survey is anonymous and not linked in any way to your application. Any information you provide will be used by Arts Emergency to monitor the demographics of candidates applying for roles and make improvements in line with our diversity and inclusion ambitions. This data will be treated in accordance with the General Data Protection Regulation 2018.

# Contact us

+44 (0)20 7683 1077

[jobs@arts-emergency.org](mailto:jobs@arts-emergency.org)

[www.arts-emergency.org](http://www.arts-emergency.org)

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