

Job Pack

1MM Programme Administrator - 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 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 Programmes Administrator, 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 facilitating and investing in mentors will help to address the skills gap agenda and improve social cohesion.

The Programmes Administrator will be in charge of the smooth running of 1MM Mentoring Programmes in London, including the supporting of mentors & mentees through their journey. By ensuring a fast and effective onboarding process, timely communication, and ongoing support for our participants the Programmes Administrator will assist the Regional Manager with maximising the positive impact of 1MM's mentoring programmes. This role reports to the Head of Delivery.

Assisting with in-person engagement by:

- Visiting local youth partners, setting up to inform and sign up young people, deliver info-sessions for young people, and deliver induction sessions for mentors/ mentees.

These activities would first be together with the Regional Manager, in time and with increasing confidence, these could be done independently.

Manage fast and effective onboarding for all mentees and ensure timely communication with them by:

- Ensuring that 75% of mentees coming online have completed the platform training within 1 month (typically 14 days).
- Ensuring that 50% of mentees who have completed the platform training have completed the non-mandatory workshop within 3 months.

Delivering a high-quality, safe developmental mentoring experience for every mentee by:

- Guiding mentees through sign up and the completion of platform training.
- Managing actions required monthly check-in responses that come in from mentees & mentors on local programmes.
- Ensuring relevant surveys are sent at the right time (mostly automated with the 1MM platform), maximising and monitoring completion.
- Liaising with Regional Managers as needed, regarding mentee and mentor preparation progress.
- Daily management of spreadsheet trackers, databases, and keeping the CRM up-to-date
- Adhering to 1MM's safeguarding policies and procedures at all times, reporting any issues or concerns to the line manager and 1MM designated safeguarding lead as required.

Managing databases and communications by:

- Liaising with the communications team to manage ongoing comms distribution to stakeholders, including sending out Monthly Bulletins, and quarterly newsletters.
- Supporting development of online training and skill-building sessions.

Ensuring compliance with 1MM's policies, procedures, and working practices by:

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

- Being proactive and solutions focused; taking ownership of issues while also being willing to take direction on projects and priorities from the Senior Management Team, which may vary from time-to-time.
- Improving personal competence through continuous professional development.
- 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.

Person Competencies

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. Highly numerate with excellent attention to detail
2. Good telephone-manner and interpersonal/relationship management skills
3. Strong spreadsheet skills, specifically with Google Sheets but also MS Excel. Comfortable with IT systems in general.
4. Good time management skills.
5. Comfortable with presenting to groups online and in-person
6. Ability to communicate complex information and processes in a structured and clear manner
7. A demonstrated knowledge of or a passion towards mentoring and social action.
8. Able to work in a fast-moving environment with multiple deadlines
9. Comfortable with using social media and communicating messages professionally
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, 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 training sessions for the whole team 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 £25,000 per annum including 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:**

The CV should be tailored to demonstrate how you meet the competencies.

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 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 police record check to include a Disclosure and Barring Service (DBS) check
- Receipt of satisfactory references
- Proof of eligibility to work in the UK

Please send your application to enquiries@1mm.org.uk, quoting "**Programme Administrator (London)**". 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 this role so encourage prompt applications to avoid disappointment. The final closing date is 12 noon on Wednesday 3rd July 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.