

REACHOUT

Recruitment Pack

Project Officer - London



About the Role

Job Title:	Project Officer (London)
Contract:	Full time, permanent with a 6-month probation period.
Hours:	37.5 hours a week – flexible hours around general 9:00-17:30 working pattern to include regular evening work to 20:00.
Location:	Hybrid working, 2 days in the office with project delivery in and around region.
Salary:	£25,000 - £27,500 per annum.
Holidays:	29 days per year.

ReachOut is a national youth development charity and a strategic partner for schools. Through collective mentoring and engaging activities, we build socio-emotional skills that transform outcomes for young people constrained by circumstance.

Our Project Officers are responsible for overseeing the day-to-day logistics of ReachOut mentoring programmes in schools across their location and ensuring the projects impact every young person involved.

This includes the line management of our sessional Project Leaders, liaising with contacts in partner schools and working collaboratively with the Project Managers and volunteer team to support ReachOut's growth.



Find out more about ReachOut and our work at reachoutuk.org.



Job Description

Management and development of Project Leaders

- Line manage and develop up to 10 Project Leaders supporting them to:
 - Deliver their allocated mentoring sessions and carry out required preparation in between sessions.
 - Monitor mentee progress and attendance and communicate with parents.
 - Manage their allocated group of volunteer mentors, maintaining engagement and attendance.
 - Create an inclusive and safe environment for young people to develop and have their voices heard.
 - Develop by providing feedback and through regular supervision.
- Ensure that their delivery of ReachOut mentoring sessions meets ReachOut standards through regular observation.
- Provide cover for delivery of projects where required.

Stakeholder Management

- Day to day communication with partner schools to ensure projects run efficiently and expectations are met.
- Plan and attend termly meetings with partner schools to report on ReachOut sessions, solve any potential challenges and ensure school retention.
- Managing attendance and engagement of mentees and mentors.
- Communicating with parents.
- Communicating with young people.
- Working closely with the volunteer team.
- Running in school assemblies and parent information sessions.
- Represent ReachOut in line with our values and mission in all stakeholder communication and at external events.

Project Delivery

- Plan and run your allocated mentoring project.
 - Manage the progress and development of the young people.
 - Manage your group of volunteer mentors, supporting them to build positive relationships with their mentees.

Project Coordination

- Maintain good data quality for your projects using our CRM (Salesforce) and proactively report on project KPIs such as capacity and attendance to the Project Manager.
- Oversee the collection of end of year data to support impact measurement, and report to schools through termly impact reports.
- Carry out administration for all projects in your remit.
- Support the Project Managers to set up ReachOut programmes in new schools.
- Project Officers also share the co-ordination of other project-related activities, for example:
 - Recruitment and training of Project Leaders.
 - ReachOut's Youth Council.
 - Design and development of our curriculum and project resources.

Safeguarding

- Safeguard ReachOut's young people, exercise and promote best practices when working with young people in a safeguarding context.
- Ensure that the Project Leaders and volunteer mentors follow ReachOut safeguarding policies.

Other

- Follow ReachOut's policies and procedures.
- Carry out any other duties as required by ReachOut and act in a manner that is in keeping with ReachOut's values.





Person Specification

Experience

- Experience working with young people aged 9 to 16 and support with a range of needs e.g. behaviour, S.E.N, academic attainment and/or confidence.
- Understanding of the education system at KS2 and 3 Levels and the challenges facing young people today.
- Knowledge and understanding of good practice in a safeguarding context, following safeguarding policies and procedures.
- Experience in managing full/part-time staff and/or volunteers.
- Sufficient experience in managing relationships with various stakeholders.

Skills

- Strong time management and prioritisation skills.
- Ability to work collaboratively and create a participative and positive work environment.
- Strong interpersonal skills with the ability to develop and maintain excellent working relationships across a variety of stakeholder groups.
- Ability to reflect and learn to adapt to different situations and stakeholders.
- Effective communicator: orally and in writing.
- Proficient IT skills, including use of Microsoft Office programmes.

Attitudes / Behaviours

- Belief in ReachOut's mission and passionate about our character building agenda.
- Proactive approach and able to use initiative and creativity to find solutions to problems.
- Ability to adapt to unpredictable circumstances and learn from challenging situations.
- Enthusiastic and dynamic with a positive 'can-do' attitude and a clear focus on outcomes and impact.
- A demonstrable commitment to equality, diversity and inclusion.
- Can work flexible hours when necessary.
- Willing to travel to various locations across the region to attend projects and events.
- Willing to travel to other regional offices on occasion and stay overnight if required.



Employee Benefits

ReachOut is committed to supporting the well-being and mental health of its employees. This includes, but is not limited to:

- Commitment to supporting the well-being and mental health of employees through trained Managers and Mental Health First Aiders.
- 29 days annual leave pro-rata (3 of which are used between Christmas and New Year), rising to 30 days pro-rata per annum after two years' continuous service and 32 days pro-rata per annum after five years' continuous service.
- 3% employers pension contribution.
- Hybrid working with 1-2 days in our Manchester or London Offices. Hours can be flexed around key activities and attendance at projects, meetings, events etc.
- Employee Assistance Programme.
- 2 days (or 17 hours) of volunteering within working hours (after successful completion of probation).
- Commitment to supporting the professional development of its staff. This includes - but is not limited to - training opportunities and personal training budget.
- Enhanced maternity, adoption and paternity leave after one year of service.
- 'Legend of the month' staff award.
- Regular staff socials.
- Access to a health plan after (after successful completion of probation).



How to apply

To apply, please send your CV and a supporting statement (maximum two pages), addressing each point of the person specification, clearly describing how your skills and experience makes you suitable for this role and provide evidence for each point.

Please send both documents to hr@reachoutuk.org. In the subject line quote PO-LDN-2025

Equal Opportunities

Please complete [this equality and diversity monitoring form](#) and submit it with your application.

We recognise that artificial intelligence (AI) such as ChatGPT can be useful for applicants, for example to shorten an initial draft. However, we would caution applicants not to rely too much on AI in drafting their applications. We want to hear your authentic voice that comes from your experience, and we will be looking for answers that use examples and experiences that are specific to you. You are more likely to be able to produce that kind of content yourself than an AI will.

Key Dates

Applications Close	Monday 3rd March 9am. Please note – we may close applications before this time if we find the right candidate, so we would recommend applying early.
Interview in our London office.	Interviews will be conducted on a rolling basis.
Start date	Role has become available due to an internal promotion so an immediate start available.

Please note: The successful candidate will be required to undergo an enhanced criminal records check with the Disclosure and Barring Service. ReachOut will cover the cost of the check and guide you through the process. All staff have a responsibility to safeguard and promote the welfare of children and adults. The post holder will undertake the appropriate level of training and is responsible for ensuring that they understand and work within the safeguarding policies of the organisation.

Our commitment to equity, diversity and inclusion

ReachOut is committed to being an inclusive and diverse organisation. We therefore welcome applications from people of all ethnicities, ages, religious beliefs, gender identities, sexual orientations and any other protected characteristics, to provide a diverse range of experiences, ideas and insights into our work. ReachOut wants to increase the representation of our young people amongst our staff, so if you are from these ethnic groups, we would particularly appreciate receiving your applications.

Find out more about who we are
and what we do at reachoutuk.org



REACHOUT



[REACHOUTUK.ORG](https://reachoutuk.org)



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