

**MAYOR'S  
FUND FOR  
LONDON**

HELPING YOUNG LONDONERS GROW

# JOB PACK

**PROGRAMME OFFICER  
(COMMUNITIES AND OPPORTUNITIES)**

July 2026



## PROGRAMME OFFICER (COMMUNITIES AND OPPORTUNITIES)

- Contract period:** Fixed-term Contract (until end June 2027)
- Start date:** The successful candidate will have the exciting opportunity to start the role in August/September 2026
- Hours:** 21 hours per week (3 days per week, 9am – 5pm)
- Salary:** **£17,010** per annum pro-rata, (£28,350 for a full-time post)  
*We are committed to ensuring equity within our organisation and in our work with young people and partners. We believe the salary and benefits are fair and reflect the role's expectations. While we can't adjust the salary, we value your contribution and are excited about the positive impact you'll make.*
- MFL Banding:** MF2
- Reporting to:** Delivery Manager (Communities and Opportunities)
- Location:** 169 Union Street, Southwark, London, SE1 0LL  
*We are currently operating a hybrid working arrangement. You are expected to be on-site for 40% of your contracted hours.*

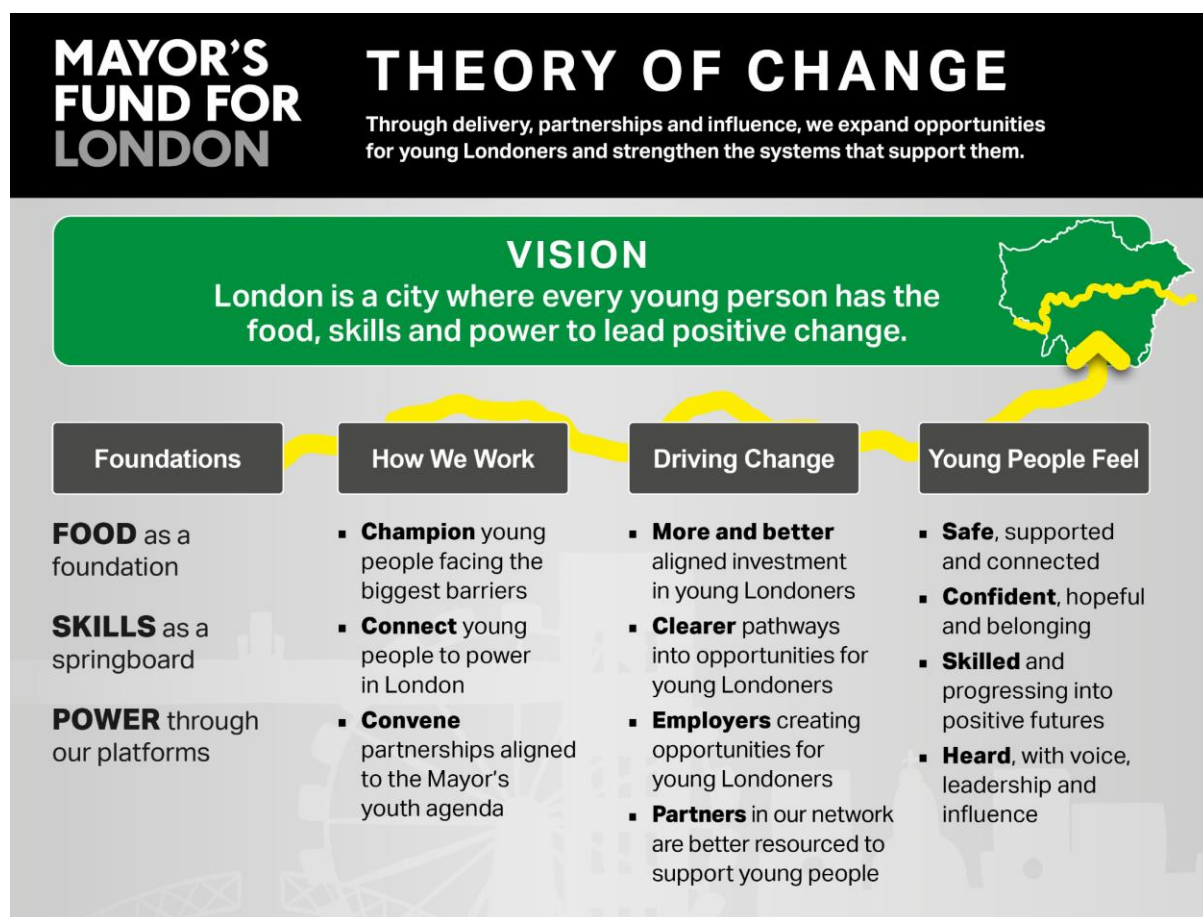
**Flexible Working:** Mayor's Fund for London is supportive of flexible working arrangements to help you achieve a healthy work-life balance. We understand the importance of flexibility and are happy to discuss potential arrangements with you.

### Terms of appointment include:

- 25 days annual leave (pro-rata), plus bank holidays
- Pension scheme (3% employer contribution)
- 2 volunteering days (pro-rata) each year
- Enhanced family (maternity/adoption/surrogacy) pay.
- Enhanced sick pay.
- Health Cash Plan
- HSF Assist
- Perkbox
- Employee Assistance Programme
- Free access to Union Street Gym facilities

## WHO WE ARE

We are the Mayor's Fund for London (MFL), a charity that champions opportunities for young Londoners facing the biggest barriers. Throughout the lifetime of a young Londoner, we're here for them providing food as a foundation, skills as a springboard, and power through our platform so they can grow, thrive, and shape London into a truly inclusive, more prosperous city. We work in strategic partnerships across the capital, from local communities, state schools, and leading employers, all the way up to the Mayor of London, our charity patron.



## SUMMARY OF ROLE

The Programme Officer (Communities & Opportunities) plays a key role in delivering high-quality community programmes that improve opportunities for young Londoners.

The postholder is primarily accountable for the coordination and delivery of City Shapers, MFL's youth civic action programme. You will work with young people and community partners to create meaningful opportunities for participation, social action, and employability skills development.

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Alongside this, the role provides operational support for Kitchen Social, helping coordinate programme systems, partner communications, reporting and administration that enable efficient delivery across the Communities & Opportunities portfolio.

Reporting to the Communities Manager, the postholder will work closely with the Assistant Delivery Manager, who provides operational guidance and programme expertise to support high-quality delivery and continuous improvement.

*NB – The scale of delivery for City Shapers has reduced for year 2, allowing this role to become part time while still retaining clear ownership of the programme. The remaining capacity is focused on providing operational support across our Kitchen Social Programme. The balance of activity will naturally vary throughout the year, but we expect c. 65% of the roles time will be spent on City Shapers.*

## **PURPOSE OF ROLE**

To coordinate the successful delivery of City Shapers by supporting young people and community partners to deliver meaningful youth social action and employability opportunities.

The role also provides operational support for Kitchen Social, helping ensure programmes are delivered efficiently, partner relationships are maintained, programme data is accurate, and young Londoners continue to benefit from high-quality community provision

## **WHAT SUCCESS WILL LOOK LIKE**

### **City Shapers**

- Coordinate the successful delivery of City Shapers across partner organisations, ensuring activities are well organised, engaging and aligned with programme objectives.
- Build trusted relationships with community partners and young people, resulting in high levels of engagement and positive feedback.
- Champion youth voice by supporting meaningful opportunities for young people to shape programme delivery.

### **Kitchen Social Operational Support**

- Provide reliable operational coordination that enables Kitchen Social to run efficiently.
- Maintain accurate programme records, partner information and delivery data.
- Ensure invoices, reporting processes and programme administration are completed accurately and on time.
- Help reduce operational pressures on the Assistant Delivery Manager by confidently managing agreed operational responsibilities.

## ACCOUNTABILITY (MF2 Level)

- **Performing specific tasks and duties:** Delivers defined programme activities as directed, including partner support, event coordination, and data tracking, ensuring quality and consistency in day-to-day operations.
- **Contributing to team projects and goals:** Supports wider team objectives by collaborating with colleagues, sharing insights, and aligning delivery with programme aims.
- **Receiving guidance and support from team leads:** Works within clear guidance, with regular check-ins to ensure alignment and access to support when needed.

## ROLE EXPECTATIONS

### 1. Strategic Leadership

<ul style="list-style-type: none"><li>• Coordinate the day-to-day delivery of the City Shapers programme, ensuring activities are delivered to a high standard, on time and in line with programme objectives.</li></ul>
<ul style="list-style-type: none"><li>• Coordinate programme timelines, partner onboarding, events and delivery milestones, ensuring effective planning and organisation throughout the programme cycle</li></ul>
<ul style="list-style-type: none"><li>• Monitor programme delivery, identifying routine challenges and taking appropriate action, escalating risks where necessary.</li></ul>
<ul style="list-style-type: none"><li>• Contribute to the continuous improvement of programme delivery by gathering feedback, sharing learning and identifying opportunities to enhance participant experience and impact.</li></ul>
<ul style="list-style-type: none"><li>• Ensure the views and experiences of young people inform programme delivery and development, helping activities remain relevant, inclusive and youth centred.</li></ul>

### 2. Communications and Influence

<ul style="list-style-type: none"><li>• Build and maintain effective working relationships with community organisations, delivery partners and young people to support successful programme delivery.</li></ul>
<ul style="list-style-type: none"><li>• Act as a key day-to-day contact for City Shapers partners, providing timely communication, guidance and operational support.</li></ul>
<ul style="list-style-type: none"><li>• Support young people to contribute their views and experiences to programme development and co-production activities.</li></ul>
<ul style="list-style-type: none"><li>• Coordinate communications across community networks, including newsletters, digital platforms and partner forums, ensuring partners remain informed and engaged.</li></ul>
<ul style="list-style-type: none"><li>• Work collaboratively with colleagues across MFL to develop case studies, impact stories and communications that celebrate the achievements of young people and community partners.</li></ul>

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**3. Technical/Specialised Expertise**

<ul style="list-style-type: none"><li>• Provide operational coordination that supports the effective delivery of Kitchen Social and related community programmes.</li></ul>
<ul style="list-style-type: none"><li>• Coordinate community partner opportunities, including grants, donations, wraparound support and capacity-building initiatives, ensuring accurate information is communicated.</li></ul>
<ul style="list-style-type: none"><li>• Maintain programme resources, guidance documents and online information to support delivery partners and promote consistent programme delivery.</li></ul>
<ul style="list-style-type: none"><li>• Manage programme administration, documentation and operational processes, ensuring activities are well organised and effectively coordinated.</li></ul>
<ul style="list-style-type: none"><li>• Work closely with the Communities Manager and Assistant Delivery Manager to support the delivery of operational priorities and identify opportunities for improvement.</li></ul>

**4. Resource Management (\*Budget Management competency)**

<ul style="list-style-type: none"><li>• Maintain accurate programme records using Salesforce and other organisational systems, ensuring information is complete, timely and reliable.</li></ul>
<ul style="list-style-type: none"><li>• Coordinate the collection of programme data, case studies and participant feedback to support monitoring, evaluation and funder reporting.</li></ul>
<ul style="list-style-type: none"><li>• Support invoice processing, financial administration and programme budget monitoring, ensuring accurate records are maintained and organisational procedures are followed.</li></ul>
<ul style="list-style-type: none"><li>• Produce regular reports and delivery updates that provide colleagues with reliable operational insight and support informed decision-making.</li></ul>
<ul style="list-style-type: none"><li>• Support effective use of programme resources by maintaining accurate records and providing timely information to support decision-making.</li></ul>

**5. Problem Solving and Analysis**

<ul style="list-style-type: none"><li>• Review participation and delivery data to identify trends and provide operational insight that supports continuous improvement.</li></ul>
<ul style="list-style-type: none"><li>• Identify and resolve routine operational issues, escalating more complex challenges or risks where appropriate.</li></ul>
<ul style="list-style-type: none"><li>• Use programme information, feedback and delivery experience to identify opportunities to improve programme processes, systems and ways of working.</li></ul>
<ul style="list-style-type: none"><li>• Manage competing priorities effectively whilst maintaining a high standard of organisation and attention to detail.</li></ul>
<ul style="list-style-type: none"><li>• Contribute ideas and practical solutions that help improve programme delivery and participant experience.</li></ul>

**6. Collaboration and Team Work**

<ul style="list-style-type: none"><li>• Work collaboratively with colleagues across the Communities &amp; Opportunities team and wider organisation to support joined-up programme delivery.</li></ul>
<ul style="list-style-type: none"><li>• Contribute positively to team planning, delivery meetings and cross-organisational projects by sharing learning, ideas and operational insight.</li></ul>
<ul style="list-style-type: none"><li>• Build positive working relationships with colleagues, partners and stakeholders.</li></ul>
<ul style="list-style-type: none"><li>• Share knowledge and good practice to support effective teamwork and organisational learning.</li></ul>

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- Contribute to an inclusive, supportive and high-performing team culture.

**7. Policy and Compliance**

- Deliver programme activity in accordance with organisational policies, safeguarding procedures, GDPR requirements and relevant funder conditions.
- Support community partners to meet programme expectations, compliance requirements and safeguarding responsibilities.
- Maintain accurate records and documentation to support organisational compliance, monitoring and audit requirements.
- Identify and escalate safeguarding, compliance or delivery concerns promptly and appropriately.
- Follow organisational processes and procedures to ensure programmes are delivered safely, effectively and responsibly.

**7. Inclusion and Diversity**

- Promote inclusive practice by supporting the engagement of underrepresented young people.
- Support the engagement of underrepresented young people and communities across programme delivery.
- Gather and respond to feedback from diverse groups of young people to help ensure programmes remain equitable and representative.

## CANDIDATE ATTRIBUTES

We're looking for someone who can plan, organise and coordinate programme activities effectively, while helping to create opportunities for young Londoners. You'll be comfortable managing a range of activities, working with community partners and young people, and using systems, processes and data to support effective programme delivery. You will be able to work independently and collaboratively, adapt to changing priorities, and contribute positively to an inclusive and supportive team environment.

	<b>How do we asses</b>
<p><b>Essential Knowledge &amp; Skills</b></p> <ul style="list-style-type: none"> <li>• Well-developed organisational and project coordination skills, with the ability to maintain accuracy and attention to detail.</li> <li>• Ability to manage competing priorities and work independently while maintaining high-quality delivery.</li> <li>• Effective written and verbal communication skills, with the ability to communicate appropriately with partners, colleagues and young people.</li> </ul>	<p>CV, Personal Statement, Interview</p>

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<ul style="list-style-type: none"> <li>• Experience using Microsoft Office, particularly Excel, together with CRM or database systems (e.g. Salesforce or equivalent).</li> <li>• Ability to review programme information and use data to support reporting, learning and continuous improvement.</li> <li>• Understanding of safeguarding responsibilities and the importance of creating safe environments for young people</li> </ul>	
<p><b>Desirable Experience &amp; Knowledge</b></p> <ul style="list-style-type: none"> <li>• Experience delivering or coordinating youth social action, volunteering or youth leadership programmes</li> <li>• Knowledge of London's youth and community sector</li> <li>• Experience of supporting grant programmes, community funding initiatives or similar programme administration activities.</li> <li>• Awareness of monitoring, evaluation and learning (MEL) approaches and how programme information can be used to understand impact and inform improvements.</li> <li>• Relevant safeguarding, youth work or community development qualifications, training or equivalent experience.</li> </ul>	<p>CV, Personal Statement, Interview</p>
<p><b>Personal Attributes</b></p> <ul style="list-style-type: none"> <li>• Organised: Plans and prioritises work effectively, managing tasks, deadlines and competing priorities in a structured and efficient way.</li> <li>• Collaborative: Works constructively with colleagues, partners and young people, contributing to shared goals and successful programme delivery.</li> <li>• Proactive: Identifies opportunities to improve ways of working and takes appropriate action to support effective delivery and positive outcomes.</li> <li>• Youth-Centred: Values and supports the participation and contribution of young people, ensuring their</li> </ul>	<p>Interview/Personal Statement</p>

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<p>perspectives inform programme activities and experiences.</p> <ul style="list-style-type: none"><li>• <b>Adaptable:</b> Responds effectively to changing priorities, new information and programme needs while maintaining a high standard of work.</li><li>• <b>Reliable:</b> Delivers accurate, high-quality work consistently and follows through on agreed responsibilities and commitments.</li><li>• <b>Accountable:</b> Takes ownership of assigned work, seeks guidance and support when needed, and takes responsibility for delivering agreed outcomes.</li><li>• <b>Professional:</b> Demonstrates integrity, respect and sound judgement when working with colleagues, partners and young people.</li></ul>	
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## SELECTION PROCESS

Deadline for applications: **Friday 24<sup>th</sup> July (midday)**

Shortlisting: **Monday 27<sup>th</sup> July**

Interview: **Friday 31<sup>st</sup> July**

The interview will in-person.

(We will contact you by Tuesday 28<sup>th</sup> July to confirm)

### How to apply:

Please submit by emailing the below documents by the deadline stated above to [msmith@mayorsfundforlondon.org.uk](mailto:msmith@mayorsfundforlondon.org.uk):

1. Your CV
2. Please answer each question in no more than 300 words. We're interested in understanding your personal contribution, how you approached the situation and the impact of your work. Where you worked as part of a team, please be clear about your own role and responsibilities
  - **Programme Coordination & Organisation**  
Tell us about a programme, project or event that you helped coordinate or deliver. What was your role, how did you organise and manage the work, and what was the outcome?
  - **Partnership Working & Youth-Centred Practice**  
This role involves working with community organisations and supporting young people's participation in programme delivery. Tell us about a time you worked with a partner, colleague or young person to achieve a positive outcome. What was your role, what did you do, and what was the result?

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- **Problem Solving & Continuous Improvement**

Describe a time you identified a challenge, issue or opportunity for improvement in a programme, project or activity. What action did you take, and what was the outcome?

3. To help us improve our recruitment processes, please complete our optional Equality Information here: [About You \(Optional – Equal Opportunities Monitoring\) \(Strictly confidential\) – Fill in form](#)

We recognise that AI tools are increasingly used in job applications. We are most interested in genuine responses that reflect your own experience, thinking, and understanding of the role.

If the interview dates listed are not workable for you, or if you would like to have an informal conversation about the role before applying, please feel free to get in touch at Barbora Smith - [bsmith@mayorsfundforlondon.org.uk](mailto:bsmith@mayorsfundforlondon.org.uk)

We recognise that people have different working styles, strengths and ways of communicating, including neurodivergent candidates. We welcome applications from anyone who can demonstrate the skills, knowledge and experience needed for the role. If you require any reasonable adjustments during the recruitment process, please let us know and we will be happy to discuss how we can support you. Getting in touch about this will not affect how your application is considered

## **EQUITY, DIVERSITY, AND INCLUSION**

At the Mayor's Fund for London, we value difference and believe that diverse perspectives, backgrounds, and lived experiences make our work stronger and more impactful.

We are committed to equity, fairness, and inclusion, and to creating an environment where people feel respected, supported, and able to do their best work.

We welcome applications from people of all backgrounds, and from a wide range of experiences, including work, volunteering, and lived experience. We also aim to make our recruitment process as accessible as possible.

Please note that this post may be subject to appointee undergoing a DBS check, in line with the Mayor's Fund for London commitment to Safeguarding. Our policy on the recruitment of ex-offenders can be viewed [here](#).

**The Mayor's Fund for London is an accredited Good Work Standard employer at Excellence Level.**

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