

Application Pack: Programme Manager

About Routes

Who we are

Routes exists to grow the resources of refugee and asylum seeking women to ensure that they have equal access to jobs and education in the UK. Our vision is of a future where people seeking safety in the UK are afforded access to opportunities and networks that they need to build meaningful and fulfilling lives, the ability to choose their future path, and the resources they need to reach their full potential.

We achieve our objective through three programmes:

- **1:1 Mentoring:** a four month programme offering 1:1 mentoring, networking opportunities, skills workshops, and practical support. The programme connects refugee women with mentors in a unique mutual mentoring programme that supports both mentors and mentees to learn and grow from each other. We provide training for mentors to ensure that the support they provide mentees is high quality, and to offer a learning experience for them too. For mentees, the mentoring is supplemented by workshops covering topics like self advocacy and public speaking, wrap-around support, check-in calls, casework, and access to a comprehensive resource database.
- **Research:** Routes is conducting research into how to create systemic change for women refugees facing unemployment in London. This includes looking into apprenticeship schemes, funded training programmes and business partnerships to create employment pathways. The outcomes of this research will feed into Routes' wider work as the findings develop.
- **Alumni support:** designed to support our growing community of graduates from the mentoring programme with their continued development towards their goals, this includes bursary opportunities with City and Guilds Foundation, free comparability statements for qualifications gained abroad through ECCTIS, career talks with the aim of raising awareness and aspirations, jobs list to circulate opportunities, workshops for continued skills development and more.

You can read more about our work on our [website](#) and [blog](#).

Because this role involves providing gender-specific services to women, this position is open to women only (exempt under Equality Act 2010 Schedule 9, part 1).

We use an inclusive definition of women, which includes cisgender and transgender women. We also welcome non-binary people who feel comfortable within our work and who have experience of being read as a woman.

Our ways of working

We are currently a team of five, who all work part time (mix of three and four days a week). We are motivated by investing in people and potential; we don't just accept things as they are and are always open to learning how to make things better. We invest in our own development and growth, through strengths coaching sessions, and training opportunities.

We have flexible working and aim to establish working patterns that suit everyone; it's important to us that everyone feels able to thrive in the team. Working from the office is a requirement of this role, but we all work hybrid so there is the option to work from home some of the week if you would like to.



A mentoring programme celebration event in 2023

Role Description:

Key information

Job Title: Programme Manager

Hours: 32 hours (4 days) a week

Salary: £34,000 pro rata (£27,200 a year)

Location: Kennington, London / Hybrid

Start date: as soon as possible; flexible

Interview Date: ongoing

About the programmes you'll manage

I. Mentoring Programme

The Routes Mentoring Programme has been running since 2018. We run currently two Mentoring Programmes a year, supporting 60 mentees, and we pride ourselves in delivering this programme in a way that centres autonomy, care, and learning and development.

You will be responsible for ensuring the smooth delivery of the mentoring programme for our mentees and mentors. Routes mentees are women from refugee and asylum seeking backgrounds with goals to do with their personal and professional development. You will take the lead in managing their journey through the programme from recruitment, matching, onboarding, programme events, support throughout the programme, offboarding, and impact measurement.

Routes Mentoring Programmes are designed to create relationships that are supportive, equal and empowering. We take care to fully understand each person's goals and aspirations, so that we find them a mentor who can support on their goals. We know that a one-size-fits-all approach does not work, which is why the 1:1 support of a mentor can be so transformative.

Routes mentors are women from our partner organisations across sectors. We provide extensive training in coaching and mentoring tools and techniques that they can use for their mentoring and beyond in their professional lives, ensuring that the programme is a learning opportunity for them too. The learning on our Mentoring Programme focuses on inclusive leadership, and may be useful in other 1:1 relationships, including line management, work with colleagues and other personal and professional contexts. The mentoring programme is a crucial part of our business model as an organisation; the mentors' places on the programme are funded by their employer through learning and development budgets.

Role Responsibilities:

Programme delivery

- Work in partnership with the other Programme Manager to ensure that participants' experience is smooth and our objectives are met;
- Organise and support in the delivery of training sessions and workshops for participants;
- Manage recruitment, onboarding and offboarding processes for participants;
- Provide ongoing support to all participants to ensure full participation in the programme, including identifying additional support needs and opportunities for signposting to mentees;
- Following safeguarding procedures where appropriate;
- Manage the evaluation process, including mid point check ins and post-programme calls;
- Communicate all key programme information to participants and facilitators.
- Support with the transition of participants at the end of the programme into our alumni community, and support the strategic development of our alumni support offering
- Participate and contribute to organisation-wide meetings, training and learning

About you

We are looking for a passionate, collaborative and inclusive Programme Manager, who understands the transformative impact of mentoring and coaching and is committed to supporting and championing women with experience of the UK's hostile asylum system. If you want to have a deep impact by supporting the development of equitable and empowering mentoring relationships, then we would love to hear from you.

Skills and abilities

- Strong project management skills, including the ability to manage budgets, timelines, and deliverables and your own workload.
- Great verbal and written communication skills, especially with those who have English as an additional language;
- Comfortable using a variety of online work management tools (we currently use G Suite, Canva, Zoom, Airtable);
- Great facilitation skills, including workshop design and delivery.

Personal attributes

- You are a great relationship builder who is interested in people and their development;
- You can work effectively alone, but enjoy being part of a small and dynamic team;
- You have a commitment to promoting social justice and gender equality;
- You are committed to working inclusively, and in a way that does not reinforce systemic oppression;
- You are highly organised and have a systematic approach to work;

Knowledge

- You have knowledge and understanding of the UK asylum system, or the wider immigration system, or personal experience of either of these systems;
- We'd love it if you have experience or knowledge of mentoring, training or coaching

Equal opportunities

At Routes, we believe that our lived experience is an important part of who we are and enhances what we bring to the world; we actively encourage applicants from a variety of backgrounds with a range of skills, experiences and narratives to inform, enhance and develop the way we work.

The UK's charity workforce does not represent the diversity of our society – far from it. We know that many women face multiple barriers when looking to begin or progress a career in the non-profit sector, for all sorts of reasons.

We recognise that you are even more likely to have faced barriers if one or more of the following represent you:

- You have personal lived experience of the asylum system in the UK
- You are from the global majority*
- You don't have social or financial privilege, and/or you identify as working class
- You identify as D/deaf or disabled or both

and we warmly welcome your application. Please let us know if there is anything we can do to make the job application process more accessible/comfortable to you.

** a collective term that first and foremost speaks to and encourages those so-called to think of themselves as belonging to the global majority. It refers to people who are Black, Asian, Brown, dual-heritage, indigenous to the global south, and or have been racialised as 'ethnic minorities'. Globally, these groups currently represent approximately 80% of the world's population making them the global majority.*

Terms of the Role

This is a part-time (4 day/week), fixed term contract to start ASAP.

Because this role involves providing gender-specific services to women, this position is open to women only (exempt under Equality Act 2010 Schedule 9, part 1).

We use an inclusive definition of women, which includes cisgender and transgender women. We also welcome non-binary people who feel comfortable within our work and who have experience of being read as a woman.

Job title	Programme Manager
Reports to	Head of Programmes
Salary	£34,000 pro rata
Working hours	32 hours per week, 8 hours a day including a one hour paid lunch break. Some evening work will be necessary, for example attending programme events. Any overtime to be agreed in advance and compensated through time off in lieu (TOIL)
Contract	One year fixed term, with potential to renew
Probation	3 month probation period
Notice after probation	3 months
Annual leave	33 days pro rata (including bank holidays), plus two weeks additional time off for office close across Christmas and New Year.
Pension	Nest pension scheme. For eligible employees Routes will contribute 3% of your salary when you contribute at least 5% of your net salary
Location	Hybrid combining office work in Kennington South London with some home working
Benefits	Laptop provided; training budget, 1:1 and team strengths coaching
Pre-work checks	Two satisfactory references; evidence of Right to Work in the UK; enhanced DB check

We would love to discuss this role and the application process with you should you have any questions. Please email Leyla: leyla@routescollective.com