

# Social Mobility Foundation

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Programme Support Officer - Mentoring, 2025

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MOBILITY  
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Queen Elizabeth II Platinum  
Jubilee Volunteering Award

## Welcome to the Social Mobility Foundation!

**What we do:** At the Social Mobility Foundation (the SMF), we work for a society where people from all social backgrounds can thrive, and all young people can explore and nurture their talents. We do this through opening up opportunities for young people with fewer options through our Aspiring Professionals Programme, and breaking down barriers in our systems through our campaigning work, always working alongside our community. Because when we foster the potential of all of our young people, we lift up every member of our communities.

**Our impact:** Our young people call our work “life changing”. With 98% of our young people receiving their university offers, and 87% of our community going forward into full time work, education or training, we are proud to walk alongside them as they reach their potential. Each year, more partners join us to break down barriers for people from lower socioeconomic backgrounds in the workplace through the Social Mobility Employer Index. With our campaigns reaching thousands of people every year, we’re proud to be creating last change.

**Our team:** We have a core staff team of about 60 spread across 5 teams: Advocacy & Campaigns; Partnerships & Income development; Impact & Strategy; Operations and Programme Delivery. Our staff are based across the UK.

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"The SMF was integral to my personal development and helped give me confidence in my abilities and a peer network of similar like-minded people, many of whom I'm still friends with to this date. I could not have asked for a better experience." - *An SMF student*

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**Who are we looking for in our team?** Our values are central to who we are the Social Mobility Foundation – they inform what we do and how we do it. We are looking for people who share our values:

**Empathy:** At the Social Mobility Foundation, we’re looking for teammates who will help to foster a culture of kindness, compassion, and generosity, creating an environment where teams can share ideas and learn together.

**Optimism:** At the Social Mobility Foundation, we are looking for people who help us to remain hopeful, ambitious, and solutions-focused, concentrating on possibilities.

**Collaboration:** We’re looking for people who prioritise working together across teams and offices, sharing knowledge, ideas, and expertise.

**Integrity:** Our team is built on a culture of honesty, accountability, and respect, where we always act in the best interest of our community. We’re looking for people who will help us to uphold that!

**Justice:** We’re looking for teammates who strive for equity and fairness. This drives us to make sure people from all social backgrounds can thrive.

## Role at a glance

**Job title:** Programme Support Officer - Mentoring

**Application deadline:** 23:59 BST on Monday 31<sup>st</sup> March

Applications are reviewed on a rolling basis however invitations to interview will only be extended after the deadline.

**Location:** We operate a hybrid model of work i.e. a combination of in-person and remote, with flexible days in the office depending on business need and your preferences. We would typically expect in-office attendance an average of one day per week.

When in the office you will be based in our Birmingham, Cardiff or Glasgow office. This where you will usually attend in-person events, training sessions etc. though some travel, to other offices and other locations, will occasionally be expected.

**Salary:** £23,443 - £24,900 per annum

**Contract:** Full-time, Permanent

**Hours:** We are looking for the right candidate and while we envisage this being a full-time role (37.5 hours per week) we are very open to flexible working arrangements such as part-time, compressed hours and/or flexitime.

Occasional/frequent evening or weekend work may be required, for which time off in lieu (TOIL) will be given. More details can be found in the Staff Handbook.

**Annual leave:** 33/34 days (England & Wales and Scotland respectively - includes bank and public holidays).

**Other benefits:** Cycle to Work Scheme; Employer pension contributions of 5% of qualifying earnings; Employee Assistance Programme available to staff and their family; Flexible work options such as hybrid working, flexitime, part-time; Regular staff team building and business planning "away days".

**Ideal start date:** 28<sup>th</sup> April or as otherwise agreed with candidate.

**We'll also need:**

- Proof of your right to work in the UK - regretfully we're currently unable to offer sponsorships at this time.
- References
- To conduct relevant DBS or PVGs checks for Safeguarding purposes if you are offered the role in line with our Safer Recruitment practices.

## Programme Support Officer – Mentoring

### Role profile

**Team:** Programme Delivery

**Leadership Level:** 1

**Reporting to:** Senior Mentoring Officer

**Responsible to role holder:** N/A

**Purpose of the Role:** The postholder will be responsible for supporting the delivery of our Aspiring Professionals Programme for our young people. and for our volunteers and employer partners. Approximately 80% of this role will be allocated to providing administrative support for the mentoring (volunteering) provision with occasional in person support on events required.

### Key Responsibilities of the Role:

Key Responsibility Areas	What does “good” look like?
<p>Project Delivery Support</p> <ul style="list-style-type: none"> <li>• Support the delivery of key projects including mentoring recruitment, Disclosure and Barring Service (DBS)/Protecting Vulnerable Group (PVG) checks, mentor matching, and mentor-related event provision.</li> <li>• Support the delivery of key services delivered to participants and employer partners.</li> <li>• Utilise tools and technologies to conduct your work effectively and efficiently such as Excel, our mentoring platform and Customer Relationship Management (CRM) systems.</li> <li>• Deliver on allocated student/mentoring (online/in-person) events, formally presenting content to a high standard and in line with Social Mobility Foundation messaging.</li> <li>• Contribute to team meetings, sharing ideas and collaborating to solve problems creatively.</li> </ul>	<ul style="list-style-type: none"> <li>• You plan and manage your day-to-day and week-to-week tasks effectively, ensuring projects are meeting their intended outputs.</li> <li>• You update all stakeholders on your work areas flagging any issues in a timely manner.</li> <li>• You support with facilitating a good working relationship with third parties such as our mentoring platform hosts.</li> </ul>

<p>Monitoring and Evaluation</p> <ul style="list-style-type: none"> <li>• Follow established procedures to monitor the progress of your work area, using accurate data to inform decisions</li> <li>• Reflect on your work areas at key points in time, offering suggestions for efficiencies and process improvement</li> <li>• Contribute to evaluation for key work areas</li> </ul>	<ul style="list-style-type: none"> <li>• There are high levels of engagement across mentoring pairs</li> <li>• You produce high quality reports in line with monitoring and evaluation framework</li> <li>• Your evaluations are created to time and standard</li> </ul>
<p>Stakeholder Management</p> <ul style="list-style-type: none"> <li>• Handle and follow-up enquiries (from predominantly students and mentors) promptly and professionally</li> </ul>	<ul style="list-style-type: none"> <li>• You typically respond to emails/calls within 24-48 hours</li> <li>• You take shared accountability of inboxes</li> <li>• Your internal and external communications are high quality</li> <li>• You consistently follow stakeholder engagement processes</li> <li>• You organise, produce and maintain accurate records on Salesforce</li> </ul>
<p>Activity Delivery</p>	<ul style="list-style-type: none"> <li>• Stakeholders have a positive</li> </ul>

<ul style="list-style-type: none"> <li>• Support the delivery of the mentoring provision by undertaking a range of general administrative tasks</li> <li>• Support with the coordination, organisation, logistics and delivery of mentoring events; internships and in-person residential programmes for students</li> <li>• Liaise with external stakeholders and third parties to arrange events, secure venues and speakers</li> <li>• Stay on-site for day and overnight visits, when needed</li> </ul>	<p>experience working with us</p> <ul style="list-style-type: none"> <li>• You achieve and deliver results within deadlines and to standard</li> <li>• You update salesforce with relevant information in a timely manner</li> </ul>
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## Person Specification

### Technical knowledge, understanding and experience required

<p>Need to know</p>	<p>IT skills</p> <ul style="list-style-type: none"> <li>• Basic Microsoft Office Suite</li> </ul> <p>Presentation skills</p> <p>About Social Mobility:</p> <ul style="list-style-type: none"> <li>• A basic understanding of the barriers young people face in accessing university and careers</li> </ul>
<p>Able to</p>	<ul style="list-style-type: none"> <li>• Carry out administrative tasks such as gathering data, preparing reports, database management and clerical work to meet the charity's needs</li> <li>• Maintain records and produce clear written and oral reports</li> <li>• Stay on-site for day and overnight visits, when needed</li> </ul>

### General working requirements

<p>Ways of working</p>	<p>Most of our work is home or office based, but you will spend a lot of time collaborating with other teams and clients via email, telephone and other communications channels such as Teams or Zoom.</p>
<p>Travel</p>	<p>Some travel, to other offices and other locations, will occasionally be expected.</p>

We need someone who will **demonstrate our organisational skills-based competencies**. A summary of each skill is emboldened in the tables below, with a breakdown of the most relevant to this role set out in bullet points below the summary. Full details can be found in our performance and development framework:

**Leadership: This is about how we all support, influence, and develop each other towards our shared goals.**

Influencing others:

- Be an ambassador for the Social Mobility Foundation and represent the organisation both internally and externally e.g. to students and other stakeholders
- You ensure that systems and processes are fit-for-purpose, effectively managing them day-to-day and highlighting any opportunities for improvements

**Communication: This means considering who we are engaging with and the best means to do so to create shared understanding.**

Teamworking:

- You think and work collaboratively to achieve team and organisation priorities

Stakeholder relationships

- You will be required to communicate to different stakeholders (largely volunteers, employer partners, relationship managers and students) on a daily basis via email and telephone

**Adaptability: This means our decisions and plans are readily adaptable to changing situations as we strive for innovation and improvement.**

- You are aware of the range of appropriate technologies that can be used in your work area and make suggestions about how best to utilise them to improve the quality of your work

**Professionalism: This means delivering high-quality standards of work aligned to the organisational strategy and business plans.**

Project management:

- You are well organised and have good time management, with the ability to multi-task and plan and prioritise your workload as you support the delivery of projects delegated to you

Safeguarding:

- You understand your duty of care to safeguard our students and staff from harm and promote their wellbeing and will be required to request parental consent forms

**Decision-making: This means making evidence-based judgements and in line with our aims and objectives.**

- You contribute ideas using a reasoned approach to help find creative solutions

## Application Process

If you are interested in applying for this role, please head over to our website and submit the following information to our application portal Pinpoint by **23:59 BST on Monday 31st March**.

1. Why would you like to work at the Social Mobility Foundation?
2. What makes you a suitable candidate for this role?

If you have any questions about the role, please contact the hiring manager, Eloise Baker: [Eloise.baker@socialmobility.org.uk](mailto:Eloise.baker@socialmobility.org.uk).

Please note:

- If you use an AI tool such as ChatGPT, please make sure your application still reflects your true skills and experiences.
- Generic or incomplete applications will not be considered.

The Social Mobility Foundation is an equal opportunity employer and values diversity and applications from all backgrounds.

**Application deadline:** 23:59 BST on Monday 31<sup>st</sup> March



## How we select:

Your application will be blind marked according to the person specification.

If you are shortlisted, we will invite you to an online interview with two to three hiring managers. The interview should take approximately 45 minutes. During this time, you will be asked competency and scenario-based questions. The questions will be emailed across to you in advance. The interview will be followed by a short-written task, related to the role you have applied for.

Interviews are scheduled to take place between the 10<sup>th</sup> and 15<sup>th</sup> April with slots throughout the working day.

After we have held all of the interviews we will email to you to let you know if you have been successful. If you are unsuccessful, you will be provided with feedback in due course and will be notified by email of when you can expect to receive it.

## Accessibility and adjustments:

We want you to have every opportunity to shine and to show us your talents - please let us know if there are any reasonable adjustments we can make to ensure the recruitment process works for you.

If you require a different format of the application form, such as large print or Word format, or if you would like to discuss any specific requirements, please get in touch with us at [HR@socialmobility.org.uk](mailto:HR@socialmobility.org.uk) or call 0207 183 1189 and ask to speak to a member of the HR Team.

## Contact us:

For more information please visit our website at [www.socialmobility.org.uk](http://www.socialmobility.org.uk)

If you have any further questions about the role call us on 0207 183 1189

or email [HR@socialmobility.org.uk](mailto:HR@socialmobility.org.uk)

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