

Job Pack

1MM Regional Manager London *(Hybrid working in London)*

(6 month contract, continuing subject to continuing funding)

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 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 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 nine years 1MM has established almost 7000 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 to sustain our scale and ambition.

1MM positions itself as the organisation in the field of mentoring for young people in the UK whose current and potential impact is the most ground-breaking and impactful.

Our drive to do something unique, and uniquely ambitious, in this context is real and has real implications in terms of the kind of people who will succeed, or not, in our organisation.

We are a small team, motivated and enthused by a culture where our values are:

- Performance is actively assessed, and we are held to high expectations of our individual contributions.
- Contributing to something bigger than ourselves – as directed - is more important than being able to do our own thing.
- Personal and shared satisfaction comes from putting in the hard yards to make the biggest difference in the shortest time.
- Stepping up – individually and collectively - to do something new, even if it involves risk and uncertainty, is seen as exciting not a headache.
- Being asked to prioritise a chance for growth, a new development or fixing a problem is thought of as an opportunity to shine not a disruption to our comfort zone.
- Connections with colleagues are fuelled by reliably demonstrating, and being acknowledged for, our professional expertise and excellence.

- Time and money are constrained compared to the scale of what we want to achieve but we embrace the challenge of innovating to 'do more with less'.
- Professional advancement is about the opportunity to be involved in more areas of activity, and continuous learning and development, not progression up a hierarchy.
- Work feels like more than just a job because we share the conviction that working to achieve 1MM's mission is to be part of something truly meaningful.

1MM Regional Manager London; job description

Regional Managers lead key aspects of delivery for One Million Mentors' mission in each region. The London Regional Manager reports to the Head of Delivery (HoD). The role involves mentor and mentee sourcing and managing the end-to-end coordination of multiple programmes across London.

1MM Regional Manager's main tasks include:

- € Helping 1MM to scale by establishing over 100 new, high quality mentoring matches each quarter. (A match means that the mentor and the mentee have completed 1MM's training and have had their first meeting)
- € Meeting all quality assurance KPIs.
- € Lead the expansion of 1MM across London establishing key partnerships with local employers, volunteer platforms, youth partners (schools, colleges, charities and employment programmes), Local Councils and local third sector partnerships.
- € Digitally matching 100 new mentoring relationships each quarter, ensuring high quality mentoring relationships, and growing a funding pipeline for the region as a share of overall fundraising.
- € Securing at least one new youth partner per quarter and supporting CCO (Chief Commercial Officer) with employer partners.
- € Become familiar with the 1MM Platform, using it comfortably for ongoing administration and providing support to users.
- € Providing regular reports on progress related to the role.
- € Potential for line-management responsibilities as the team grows.

Additional details for the roles include;

Enabling 1MM to deliver a high-quality and safe mentoring experience by:

- Lead responsibility for ensuring the London programmes are complying with 1MM safeguarding policies and practice. Working closely with the 1MM DSL to address any safeguarding concerns and escalate when necessary.
- Considering the end-to-end requirements for delivering positive 1MM programmes.
- Responsible for mentor and mentee sourcing, onboarding, matching, and evaluation collections.
- Working with other Regional Managers (RMs) and Programme Administrators (PAs) to deliver a high-quality experience.
- Providing support for participants throughout their journey.
- Supporting programmes:

- Planned according to the programme briefs set.
 - Delivered in line with the Quality Standards stipulated.
 - Reported and evaluated against the evaluation framework.
 - Managed in line with the programme management processes.
- Working with the PA to troubleshoot and resolve participant issues.
 - Assisting the Data & Insights Officer to monitor, collate, and analyse impact data to inform continuous improvement. Supporting focus groups, collecting quotes and case studies.
 - Ensure that 50% of mentors & mentees coming online have completed the platform training within 1 month (typically 14 days), with visible progress towards 75%.
 - Mitigate mentee drop-off to be no higher than 20%.

Sourcing mentors and mentees to the starting target of over 150 matches per quarter by:

- Overseeing a successful mentor and mentee sourcing strategy, meeting funder and 1MM targets.
- Using social media, former participants and community members to support participant sourcing strategies.
- Be engaged in the region. Understand the regional priorities and ensure 1MM stays aligned with those priorities.
- Recruit mentors particularly from diverse and under-represented backgrounds in line with 1MM's mission.
- Forge strong relationships with employers' regional point of contact (Volunteering Coordinator). Build rapport and be able to problem solve with the VC when challenges arise with mentors.
- Feedback to strategic partners regularly, seeking opportunities to deepen the partnership.
- Overseeing and supporting a seamless onboarding experience (led by PA).
- Build a healthy pipeline of incoming mentees and mentors.
- Play an active role in delivering workshops and join (but not lead) the mentor workshops.

Onboarding of participants, matching, and providing ongoing support for a quality experience by:

- Supporting mentors and mentees through the onboarding process, following the appropriate process for over 18s and under 18s.
- Ensuring all young people complete the required registration and onboarding requirements for a mentoring relationship.
- Work effectively in excel to match mentors with mentees on three criteria – goals of the mentoring relationship, sector interests, and a mentee personal statement.
- Share any lessons learned on matching with other Regional Managers and the Head of Delivery.

Support 1MM's strategy of increased funds from local sources and partners:

- Connect with the local ecosystem of youth networks, businesses, grant making bodies, and the local council, working with the CEO for increasing funds from local sources.
- Connect with national and regional businesses, professional associations, communities and networks, working with the CCO for increasing funds from employers.

- Articulating how and why 1MM makes a difference, understanding the stakeholder priorities and being able to connect these with 1MM's mission in the region
- Have the judgement to know when to pull in the Head of Delivery or CEO to support with a partnership. Share opportunities generously with other regions.
- Help identify funding opportunities and work with the CCO and HoD.

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

- Being proactive and solutions focused eg, taking ownership of issues in the region and identifying root causes by offering suggestions on how to prevent recurrence and improve.
- 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.
- Collaborate effectively with other Regional Managers. Work constructively together, share lessons learned, and take the time to connect, especially when working in a remote environment.
- Working within 1MM's IT framework, using organisational tools as required and established across all the 1MM team.
- Provide oversight and work within the IT framework, including data management of the 1MM platform.
- Improve personal competence through continuous professional development.

Support data collection, development discussions, testing, and use of the platform, and providing support to users, by:

- Assisting the Data & Insights Officer to monitor, collate, and analyse data. Support with focus groups, quotes and case study collection across the regions.

Be an effective face of 1MM in the region, leveraging the SMT and CEO where required, by:

- Collecting the necessary data and completing stakeholder reports as required.
- Being an effective ambassador for 1MM in social media forums and as part of mentor/mentee sourcing activities, participating in social media communities.
- Planning and organising local and regional events, drafting own press releases for events.
- Owning local relationships. and supporting the senior management team to maintain relationships with other relevant external stakeholders and organisations.

Person Competencies

Position: Regional Manager for London

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 these competencies in more detail. You may include voluntary, unpaid and paid work.

1. Programme development experience at management level, including contributing to regional plans, activities and events.
2. Experience of working in a target orientated environment, and to ambitious targets.

3. Outreach and engagement to secure partners whom 1MM can work with to deliver quality mentoring programmes.
4. Ability to deliver or facilitate programmes including experience of recruitment with challenging targets.
5. Excellent relationship management skills, including at a senior level.
6. A demonstrated knowledge of or a passion towards mentoring and social action.
7. Experience of managing, motivating and empowering staff.
8. Comfortable with presenting to groups online and in-person
9. Very strong spreadsheet skills, specifically with Google Sheets but also MS Excel. Comfortable with IT systems in general.
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.
- Access to an Employee Assistance Programme.
- Monthly Learning and Development sessions to enhance your personal development.
- 3 additional shutdown days at Christmas (which are not part of your Annual Leave allowance)
- 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 £32,000 per annum (plus London Weighting (pro rata)), up to 4% employer pension contribution and 25 days holiday per year (pro rata), plus 3 additional days at Christmas.

This is what our team valued in a recent staff survey



How to apply

Application is made by submitting **a CV and a Cover Letter** via the CharityJob portal or by email to enquiries@1mm.org.uk quoting "Regional Manager London" as the subject heading.

The Cover Letter should highlight how you demonstrate these competencies in more detail. The Cover Letter should also detail why you are interested in the chosen 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 1 page 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 Disclosure and Barring Service (DBS) check
- Receipt of satisfactory references
- Proof of eligibility to work in the UK

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 these roles so encourage prompt applications to avoid disappointment. The final closing date is 12 noon on Monday 30th March 2026, but we reserve the right to close this application early.

We regret that we will only be able to offer feedback to shortlisted applicants.