



## **Role Description: Volunteer Programme & London Delivery Lead**

**Contract:** Permanent, Full-Time or Part-Time (4 days per week considered)

**Target Start Date:** 26th August 2026

**Working Hours: Full Time:** Monday – Friday 37 hours per week

**Part Time:** We will also consider requests for part-time working, with a minimum of 30 hours per week worked on a flexible basis

**Salary:** £30k–£32.5k full-time, pro rata for part-time. Salary depending on skills and experience

**Location:** Hybrid – working from home as well as at least twice weekly visits to London. There may also be intermittent travel to schools and partners in other areas in the UK. We particularly welcome applications from people who have experience living or working in the London area.

**Annual Leave:** 27 days per annum plus bank holidays and the days between Christmas and New Year, when the charity closes. The charity has a flexible bank holiday policy.

**Closing date for applications:** 13th May 2026

**1st round interviews:** w/c 1st June 2026      **2nd round interviews:** w/c 8th June 2026

The successful candidate will be advised by 19th June 2026

## **About MyBigCareer**

MyBigCareer was founded in 2013 with a simple but ambitious mission: to inspire and support young people from all backgrounds to discover opportunities and thrive in the world of work.

Many of the young people we support grow up with limited access to professional networks, career guidance or workplace experiences. MyBigCareer exists to help close that gap. Through personalised careers guidance, coaching and employability programmes, we support young people aged 11–18 from underserved communities to develop the knowledge, confidence and connections they need to shape their futures.

### **MyBigCareer**

7, Bell Yard, London, WC2A 2JR

Registered Charity Number: 1153880 Company Number: 8559346





Originally run entirely by volunteers, MyBigCareer appointed its first staff team in 2020 to scale its impact. Since then we have supported over 20,000 young people across London and the North East of England, working alongside schools, corporate partners and a dedicated network of more than 300 inspirational volunteers.

Today our small but committed team includes a CEO, Director of Engagement, Programme Manager and Programme and Operations Executive working together to deliver high-quality programmes that support social mobility.

We are a values-led organisation and we believe strongly in equity, opportunity and inclusion. We actively welcome applications from candidates of all backgrounds and particularly encourage those with lived experience of the inequalities faced by the young people we support.

This new role will leverage the symbiotic link between volunteering and programme delivery at MyBigCareer. You will ensure our volunteer programme provides the people, skills and resources to underpin the delivery of our services across the UK, and oversee service delivery in London. By managing and developing relationships with our volunteers and London schools partners, you will enable underrepresented young people to get the support they need.

## **Our Values**

The MyBigCareer team is five people working at full capacity but making sure that we live and work by the values and behaviours outlined below. It's really important to us that new team members demonstrate the same values and that they are at their best when working collaboratively alongside colleagues in a values-led small team.

### **Compassion First**

We are empathetic and trusting

We champion difference

We challenge inequality

### **Dream Big**

We create opportunity

We are entrepreneurial

We are curious and creative

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## **Empower Others**

We listen

We coach

We encourage feedback

## **Act with Purpose**

We are passionate about what we do

We are efficient and effective

We say it how it is

## **Purpose of the Role**

The Volunteer Programme & London Delivery Lead will lead MyBigCareer's volunteer programme across the organisation and oversee the delivery of programmes in London partner schools.

Working closely with the Programme Manager and wider team, the role will be responsible for recruiting, training and supporting volunteers who deliver MyBigCareer's programmes. The post holder will also coordinate and deliver programmes across London, maintaining close relationships with schools and employers to ensure that young people receive high-quality careers guidance and employability support.

This role plays a critical part in enabling MyBigCareer to scale its impact while maintaining the high quality volunteer-led delivery that sits at the heart of our programmes.

The role also holds responsibility for managing the organisation's DBS processes to ensure robust safeguarding standards across all volunteer engagement.

## **Key Responsibilities**

### **Volunteer Programme Management and Development**

- Lead the recruitment, onboarding and engagement of volunteer career coaches and programme volunteers.
- Manage the full volunteer journey including applications, interviews, DBS checks, onboarding and induction.
- Plan and deliver volunteer training sessions to prepare volunteers for deployment.

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- Maintain strong relationships with volunteers through regular communication, feedback and engagement.
- Ensure volunteer records are accurate and compliant with safeguarding and data protection requirements.
- Develop initiatives to support volunteer retention and recognition.
- Work closely with our corporate partners and the MyBigCareer fundraising team to develop our corporate volunteer base.

### **Safeguarding and DBS Lead**

- Act as the organisation's DBS Lead, ensuring that all volunteers working with MyBigCareer complete the appropriate safeguarding checks in line with organisational policy and statutory guidance.
- Manage the end-to-end DBS process including applications, renewals and tracking, ensuring checks are completed before volunteers engage with young people.
- Maintain accurate and confidential safeguarding records in line with data protection and safeguarding requirements.
- Work closely with the CEO (Designated Safeguarding Lead) and Programme Manager to ensure safeguarding procedures are consistently applied across all programmes and volunteer activities.
- Support the ongoing review and development of safeguarding procedures and volunteer safeguarding training.
- Ensure that safeguarding expectations are clearly communicated to volunteers and that safeguarding remains a central priority within programme delivery.

### **London Programme Delivery**

- Lead the coordination and delivery of MyBigCareer programmes across London partner schools.
- Deliver Working World Workshops, Insight Days and support the coordination of all other programme activities.
- Coordinate programme schedules with school partners to ensure smooth delivery.
- Ensure delivery is aligned with MyBigCareer's quality standards, safeguarding policies and programme objectives.

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### **Volunteer Support in Programme Delivery**

- Act as the main point of contact for volunteers in programme delivery.
- Ensure volunteers are well prepared and supported for sessions with young people.
- Provide guidance and support to volunteers participating in 1:1 career coaching sessions and programme activities.
- Gather volunteer feedback to support ongoing programme improvement.

### **School Partnership Support**

- Act as a key contact for London partner schools to coordinate programme delivery.
- Build strong relationships with school staff to support successful programme delivery.
- Work with schools to identify young people who would benefit most from MyBigCareer programmes.
- Collect feedback from schools to support programme development.

### **Programme Evaluation and Impact**

- Support the collection of programme evaluation data and student feedback.
- Assist with monitoring programme delivery targets and impact measures.
- Contribute to the collation of impact stories and case studies from London programmes.
- Work alongside the Programme Manager to ensure consistent quality and continuous improvement in programme delivery.

### **Supporting a Small Team**

- Respond flexibly to the needs of a small organisation and support colleagues across a range of activities when required.
- Contribute to the development and improvement of systems, processes and ways of working.
- Support the team in the delivery of key events and programmes where needed.

## **Skills, Knowledge and Capabilities**

### *Essential*

- Experience managing or coordinating volunteers, ideally within a charity, education or community setting.
- Experience coordinating or delivering programmes or projects, including managing relationships with multiple stakeholders.
- A confident communicator, able to engage effectively with a wide range of people including volunteers, school staff, employers and young people.
- Strong organisational skills with the ability to manage competing priorities and deadlines.
- Comfortable delivering workshops, training or presentations to groups.
- Sound understanding of safeguarding principles and a commitment to maintaining high standards.
- Competent in using digital tools including Microsoft Office, Google Workspace and CRM systems.

### *Desirable*

- Understanding of the social mobility barriers faced by young people from underserved communities.
- Experience working in or with schools or other education settings.
- Experience acting as or supporting a DBS Lead or safeguarding lead.
- Lived experience of the inequalities faced by the young people MyBigCareer supports.
- Knowledge of or connections to London communities and schools.

## **Personal Qualities**

- Personal values that align with the charity's values.
- Friendly, professional and approachable.
- Strong relationship builder.
- High attention to detail.
- Adaptable and flexible within a small team environment.
- Able to work independently while contributing positively to a collaborative team culture.

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### **Additional Information**

Please note that all post holders at MyBigCareer are subject to an enhanced DBS check.

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