

Job Title: Programme Manager (Intake)	Responsible to: Head of Mentoring (HoM)	Responsible for: Senior Programme Officer, Programme Officer
Location: London	Salary: circa £32,500	Term: Permanent
<p>Department Purpose: To support and manage the delivery of a high impact mentoring programming for women entrepreneurs in low and middle income countries.</p>		
<p>Job Purpose: To deliver the complete reporting, partner support, and intake process aspects of the Mentoring Programme – ensuring partners, potential mentors and mentees and funders have a high quality experience of the programme as far as possible, thereby impacting effectiveness of the quality and retention of mentor pairs.</p>		
<p>KEY RESPONSIBILITIES:</p> <p>Partner coordination, support, and reporting</p> <ul style="list-style-type: none"> • Provide support to funded partners (mentee and mentor) throughout the duration of mentoring journey (preparation/intake to graduation and reporting), including by sending toolkits and weekly updates during intakes, answering questions on applications and relationships, responding to emails from partners, sending queries re: participants during relationships, delivering extra services as needed (e.g., webinar sessions, extra outreach), conducting update calls, etc. • Prepare extensive narrative reports for funded partners, including matching and end-line relationship reports and case studies. Liaise with the programme manager (relationship support) who prepares stats and relationship data to produce outcome information that meets donor needs. Drive reporting calendars, preparation, and quality for twice-yearly end-line reporting cycles and thrice-yearly matching reporting cycles. Estimated at 50-60% FTE. • Oversee partner administration/coordination spreadsheet and systems • Work with the SPO to manage the pipeline of mentee nominating networks • Work with SPO and PO to build relationships with networks for mentor recruitment • Look at avenues to bring mentees into the programme (e.g., via partners, via FB/social, via apps, etc.) <p>Recruitment and intake oversight and management</p> <ul style="list-style-type: none"> • Provide overall management of the Mentoring Programme’s intake function, ensuring the programme’s three annual recruitment cycles are run efficiently and to agreed programme standards • Work with the Head of Mentoring and SPO to set yearly intake targets and ensure these are met, and that mentees who are offered places are able to thrive in the programme • Oversee moving parts across the team for each intake and overall process flow across all intake elements (partners, recruitment, etc.) Field questions from the team on handling cases, deadline extensions, etc. • Review timelines and task lists for each cycle as set out and led by the SPO, in consultation with the head, and ensure tasks are completed on time and in line with agreed processes • Provide special support to funded partners during intake processes, as outlined above • Oversee the matching and shuffle of mentees and mentors as led by the SPO, based on matching criteria and agreed processes. Review matching spreadsheets, matches made against matching criteria, manage site, user statuses, numbers, etc. Review intake composition reports as prepared by the SPO • Continue to refine/record processes by suggesting any amendments to handbooks, manage site, etc. Ensure work flow documents are up-to-date and accurate • Set communications plans and content for intake cycles. Prepare nomination toolkits, call for mentors, mentee nomination letters, supplementary materials, etc. Oversee preparation of tweets, website updates, etc. • Review email template drafts to ensure upbeat, friendly, welcoming communications style • Induct new POs in consultation with the SPO and other team members 		

- Work closely with Relationship Support Programme Manager on user flow and use of the manage site to ensure that statuses are correct, there aren't duplicate users in the system, and that users are recorded correctly.
- As needed, help to process applications, send reminders, and conduct matching to ensure we meet deadlines

Supplementary resources and events

- Organise events in London and abroad, as needed
- Oversee projects to develop supplementary support tools (e.g., skill-boosters, training videos, etc.), if needed (not currently planned)
- Oversee ongoing resources that we offer on the platform, such as forum moderation, group mentors, webinars, and resource library updates (as managed by the SPO)
- Assist with moderating forum (as rotated amongst staff members)

Team management

- Manage a Senior Programme Officer and a Programme Officer to provide to thrive in a fast-paced environment and deliver intake targets as per methodology and plans
- Ensure all direct reports receive line management in line with the Foundation's processes for performance objectives, performance appraisals, annual leave, etc
- Support the development and performance of direct reports, enabling them to drive their work forward independently and collaborate together across functions

Other tasks

- Produce case studies and other communications assets (currently once/year), in coordination with the Head of Mentoring, Partnerships and External Affairs teams. As supported by the PO (5%).
- Oversee and manage the programme's Twitter account.
- Provide support to the Head of Mentoring on managing funded relationships, special projects, etc.
- Conduct administrative activities, as needed and assigned, such as filing own expenses, doing trip prep, scheduling, updating contacts, etc.
- Engage in representational activities, such as leading webinar sessions for existing donors
- Assist with other programme activities, as needed and assigned

This job description is not an exhaustive list of duties but is intended to reflect a range of duties the post-holder will perform. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder. Overseas travel is not a key aspect of this role

Essential Criteria:

- Extensive experience producing narrative reports for donors
- Ability to produce high-quality, accurate narrative reports quickly and to tight time scales
- Proven experience in building effective relationships with a wide range of stakeholders to maintain relationships with partners, including experience providing customer support to donors in a service-delivery function
- Experience of overseeing and delivering application processing and intake user flows over 2000 users/year (e.g., university applications, scholarship applications, etc.)
- Experience managing teams and following procedures
- Extensive experience using online databases
- Advanced proficiency in Excel
- Passion for mentoring
- Excellent time and task management, working in multiple time zones with the ability to juggle a wide range of competing demands in a fast-paced environment
- Excellent attention to detail
- Strong written and verbal skills, able to produce compelling reports for donors
- Experience delivering events in the UK and abroad
- Experience delivering presentations online
- Excellent team-working and cross-team working skills

- Strong commitment to the Foundation's visions, mission, values and goals with a passion for women's economic empowerment.

Application

Candidates who wish to apply are requested to submit the following documents:

- Covering letter addressing relevant experience for the role (one side max)
- Current CV

Please send your application to: recruitment@cherieblairfoundation.org

The Foundation is an Equal Opportunity Employer and encourages candidates of all backgrounds to apply for this position. All applicants must have the right to work in UK

Job Applicant Privacy Notice

Data controller: The Cherie Blair Foundation for Women, PO Box 60519, London. W2 7JU

As part of any recruitment process, the Cherie Blair Foundation for Women (the Foundation) collects and processes personal data relating to job applicants. The Foundation is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

What information does the Foundation collect?

The Foundation collects a range of information about you. This includes:

- your name, address and contact details, including email address and telephone number;
- details of your qualifications, skills, experience and employment history;
- information about your current level of remuneration, including benefit entitlements;
- whether or not you have a disability for which the Foundation needs to make reasonable adjustments during the recruitment process;
- information about your entitlement to work in the UK; and
- equal opportunities monitoring information, including information about your ethnic origin, sexual orientation, health and religion or belief.

The Foundation collects this information in a variety of ways. For example, data might be contained in application forms, CVs or resumes, obtained from your passport or other identity documents, or collected through interviews or other forms of assessment.

The Foundation will also collect personal data about you from third parties, such as references supplied by former employers, information from employment background check providers and information from criminal records checks. The Foundation will seek information from third parties only once a job offer to you has been made and will inform you that it is doing so.

Data will be stored in a range of different places, including on your application record, in HR management systems and on other IT systems (including email).

Why does the Foundation process personal data?

The Foundation needs to process data to assess your application during the recruitment process and prior to entering into a contract with you. It also needs to process your data to enter into a contract with you. In some cases, the Foundation needs to process data to ensure that it is complying with its legal obligations. For example, it is a legal requirement to check a successful applicant's eligibility to work in the UK before employment starts.

The Foundation has a legitimate interest in processing personal data during the recruitment process and for keeping records of the process. Processing data from job applicants allows the Foundation to manage the recruitment process, assess and confirm a candidate's suitability for employment and decide to whom to offer a job. The Foundation may also need to process data from job applicants to respond/ defend against legal claims.

Where the Foundation relies on legitimate interests as a reason for processing data, it has considered whether or not those interests are overridden by the rights and freedoms of employees or workers and has concluded that they are not.

The Foundation processes health information if it needs to make reasonable adjustments to the recruitment process for candidates who have a disability. This is to carry out its obligations and exercise specific rights in relation to employment.

Where the Foundation processes other special categories of data, such as information about ethnic origin, sexual orientation, health or religion or belief, this is for equal opportunities monitoring purposes.

For some roles, the Foundation is obliged to seek information about criminal convictions and offences. Where the Foundation seeks this information, it does so because it is necessary for it to carry out its obligations and exercise specific rights in relation to employment.

The Foundation will not use your data for any purpose other than for recruitment of the job for which you have applied.

Who has access to data?

Your information will be shared internally for the purposes of the recruitment exercise. This includes members of the HR and recruitment team, interviewers involved in the recruitment process and IT staff if access to the data is necessary for the performance of their roles.

The Foundation will not share your data with third parties, unless your application for employment is successful and it makes you an offer of employment. The Foundation will then share your data with former employers to obtain references for you, employment background check providers to obtain necessary background checks and, if a requirement of the role, with the Disclosure and Barring Service to obtain necessary criminal records checks. The Foundation will not transfer your data outside the European Economic Area.

How does the Foundation protect data?

The Foundation takes the security of your data seriously. It has internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees in the proper performance of their duties.

For how long does the Foundation keep data?

If your application for employment is unsuccessful, the Foundation will hold your data on file for 6 months after the end of the relevant recruitment process. At the end of that period electronic data is deleted and paper copies destroyed by secure shredding.

If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personnel file and retained during your employment. The periods for which your data will be held will be provided to you in a new privacy notice.

Your rights

As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request;
- require the Foundation to change incorrect or incomplete data;
- require the Foundation to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing or you withdraw your application for employment;
- object to the processing of your data where the Foundation is relying on its legitimate interests as the legal ground for processing; and
- ask the Foundation to stop processing data for a period if data is inaccurate or there is a dispute about whether or not your interests override the Foundation's legitimate grounds for processing data.

If you would like to exercise any of these rights, please contact enquiries@cherieblairfoundation.org stating 'SUBJECT ACCESS REQUEST' or telephone the Executive Office Manager on 0207 724 3109.

If you believe that the Foundation has not complied with your data protection rights, you can complain to the Information Commissioner.

What if you do not provide personal data?

You are under no statutory or contractual obligation to provide data to the Foundation during the recruitment process. However, if you do not provide the information, the Foundation may not be able to process your application properly or at all.

Automated decision-making

Recruitment processes are not based on automated decision-making.