

Job Title: Programme Manager (Relationship Support)	Responsible to: Head of Mentoring (HoM)	Responsible for: Senior Programme Officer, Programme Officer (x2)
Location: London	Salary: circa £32,500	Term: Permanent

Department Purpose:

To support and manage the delivery of high impact mentoring programming for women entrepreneurs in low and middle income countries.

Job Purpose:

To oversee and deliver technical, data analysis, reporting, and relationship support aspects of the Mentoring Programme – ensuring mentors and mentees have a high quality experience of the programme as far as possible, thereby impacting positively on the confidence and capability of women entrepreneurs and experience of mentors

KEY RESPONSIBILITIES:

Relationship support coordination and delivery

- Provide overall management of the Mentoring Programme’s mentee-mentor support function and ensure this provides a high-quality, personalised service to programme participants
- Oversee the provision of support to thousands of mentees and mentors once they begin their mentoring relationships, managing the work of the Senior Programme Officer and Programme Officers. . Focus on the data/technical/user flow and work with the SPO who oversees RS quality.
- Oversee the online database, shared inbox and Excel tools used to track individual cases and ensure these are up to date and accurate. Assign cases via the group tracking software and inbox, ensuring that cases are administered in line with the programme’s methodology (e.g. check-ins, outreach, etc).
- Check progress and ensure cases are responded to in a timely, effective way to meet targets
- Track thousands of cases from the point of receipt to resolution
- Ensure all cases are dealt with and recorded in line with the programme’s methodology, systems, guidelines and case-handling procedures
- Support team members to use the manage site use, systems/statuses, etc
- Ensure rematches/2+ years/certificates are only offered to eligible candidates
- As needed, escalate any concerns or high risk issues to the Head of Mentoring
- Take ownership of the online systems and review group tracking and user lists to ensure notes, statuses, placement, user flow, etc is accurate and consistent as it relates to entire user flow (from point of application to graduation)
- Oversee the tracking (PT/FF) processes and data pulls, follow-ups, etc. Produce statistics after each PT cycle and review group progress with the team.
- Provide direct support to beneficiaries and respond to RS cases along with SPO and POs (40% time)

Platform management

- Build detailed knowledge of the manage site and all functionalities, including detailed understanding of statuses, tabs, etc.
- Serve as the super user of the online database, check usage/user flow/statuses/placement, provide training, etc. Audit use of online system across entire user flow (application to graduation) to ensure user placement is accurate. Provide technical support to team on manage site usage.
- Oversee provision of technical support provided to mentees & mentors on platform usage.
- Catalogue and track bugs, and work with the developer to prioritize work/timings.

- Work with the head to set plans for the development of new software and work with the developer to deliver on new software products for the manage site and platform. Set out product development plans, review wireframes, set out testing plans, test new products extensively, roll out new products, train team on usage.
- Liaise with the team to ensure that the user experience is seamless and that tags, summaries, shuffle, 2+ years, rematches are processed effectively.
- Administer and update group triggers, user groups, online forms, system auto emails and reminders, etc.

Data analysis and reporting

- Analysing large sets of data for accuracy
- Analyse the online database to ensure users have accurate placement, handling, statuses, tags, etc. and provide feedback to the entire team
- Producing outcome statistics (using Excel) on the programme (once/year)
- Prepare extensive, accurate outcome reports for donors (twice/year) in coordination with the programme manager (intakes) who produces narrative components
- Prepare extensive, detailed relationship updates for funded partners on individual participants (via Excel)

Team management

- Manage a team of one SPO and two POs to provide support to mentees and mentors in line with the programme's methodology and standards
- Supporting the development and performance of programme officers, enabling them to drive their work forward independently and collaborate together across functions
- Induct and train new POs

Other tasks

- Conduct administrative activities, as needed and assigned, such as filing own expenses, doing trip prep, scheduling, updating contacts, etc.
- Assist with other programme activities, as needed and assigned, such as moderating the online forum (rotates amongst staff members)

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. International travel is not a key aspect of this role.

Essential Criteria:

- Demonstrable experience of coordinating a high-volume customer or beneficiary support function, supporting beneficiaries, analysing data, and working with technology
- Advanced analytical skills and ability to review large volumes of data to spot anomalies and produce outcome statistics, both online and in Excel
- Experience producing accurate outcome reports and relationship reports (e.g., spreadsheets detailing the result of each relationship) for donors
- Experience managing online databases, providing technical support to teams, and serving as a "super user" of an online system
- Affinity for technology and interest in learning the intricacies of an online database to support the team to use the system effectively
- Affinity for an inward-facing, detailed, technical role
- Advanced attention to detail
- Advanced proficiency in the use of Excel

- Experience managing a team working in customer service or beneficiary support operation
- Advance experience managing work flows/user flows and following procedures
- Excellent time management skills, working in multiple time zones with the ability to juggle a wide range of competing demands in a fast paced environment
- Proven experience in building effective relationships with a wide range of stakeholders to maintain relationships with mentee and mentors, achieving organisational objectives
- 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.