

<b>Job Title:</b> Programme Manager (system/process management, data analysis, beneficiary support)	<b>Responsible to:</b> Head of Mentoring (HoM)	<b>Responsible for:</b> Senior Programme Officer, Programme Officer (x2)
<b>Location:</b> London	<b>Salary:</b> circa £32,500	<b>Term:</b> 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 user management systems, data analysis, donor 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:**

**Platform and user management system coordination**

- Build detailed knowledge of the manage site (user management system) 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/support to team on manage site usage, etc.
- Audit use of online system across entire user flow (application to graduation) to ensure user placement/processing is accurate in manage site.
- 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, liaise with developer on day-to-day feature development, and 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**

- Analyse 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)

**Relationship support coordination and service 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)

#### **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 analysing data in Excel to produce 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/client 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
- Passion for mentoring

### **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](mailto: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*