Women’s economic equality is one of the biggest opportunities of our time. Empowering women is key to driving social change. Working at the Foundation is a chance to be part of that change.

**About the Foundation**

At the Cherie Blair Foundation for Women we help release the potential of women entrepreneurs, so they can redefine the future. Founded in 2008, the Foundation has supported nearly 200,000 women entrepreneurs in low and middle-income countries to transform their businesses and lives. In partnership with local organisations in over 100 countries, we deliver training, facilitate mentoring and share knowledge to help women start, sustain and grow their businesses. With our support, women reclaim the rights and freedoms they are too often denied. As a result, businesses flourish. Communities prosper. Attitudes shift. Economies grow. And women move the world in a whole new direction.

Our mission is to empower women to start, grow and sustain successful businesses, so they can redefine the future for themselves and their societies.

**Ways to get in touch**

Cherie Blair Foundation for Women, PO Box 60519, London, W2 7JU
+44 (0)20 7724 3109
recruitment@cherieblairfoundation.org
www.cherieblairfoundation.org

Registered Charity No. 1125751
Programme Manager -Mentoring

**Responsible to:** Senior Programme Manager - Mentoring  
**Location:** London  
**Salary:** £31,644 – 36,918  
**Term:** Permanent

**Team purpose:**  
To support and manage the delivery of a high impact mentoring programming for women entrepreneurs in low- and middle-income countries.

**Job purpose:**

As the Programme Manager, you will work to maximise the impact of mentoring journeys, working closely and directly with mentees and mentors. You’ll use your exceptional interpersonal skills to be a problem solver, with a can-do approach, to oversee the provision of the personalised support provided to mentors and mentees as they progress through the mentoring programme.

You will take the lead, on creating inspiring communications and engaging content for mentees and mentors and take responsibility for managing and the upkeep of our bespoke mentoring platform. In managing the programme’s learning content and the technology used to deliver mentoring services, this role will contribute to the delivery and expansion of a sector leading mentoring service.

You are a team player with excellent programme management and communication skills, a keen eye for detail and a strong interest in mentoring, entrepreneurship, and women’s economic empowerment. Furthermore, in this role you will lead and develop relationships with our in-country partners to support their referral of mentees onto the programme, helping to create more mentoring opportunities for women entrepreneurs.

**Key responsibilities**

**Management of relationship support function:**
Provide overall management of the mentoring programme’s mentee-mentor support function and ensure this provides a high-quality, personalised service to programme participants within stipulated deadlines.

- Ensure the relationship support team provide appropriate and timely support to their assigned mentoring participants.
- Seek to continuously improve the relationship support function and update handbooks where necessary.
- Train and induct new starters on the mentoring software and relationship function.

**Software provider management & continuous development to the software:**

- Lead relationship with mentoring provider Mentorloop.
- Ensure Mentorloop software is meeting the needs of the mentoring programme and actively work with Mentorloop focal point to make improvements to site.
- Ensure that Mentorloop functionality informs ways of working within the mentoring team.
- Work with other members of the mentoring team to ensure new programmes are launched on the platform to time.
- Keep the mentoring team up to date with software developments and update handbooks where necessary.
- Be the focal point for any issues, challenges, or bugs in the software.

**Mentee referral partner management:**

- Ensure engagement with our in-country partners who refer mentees, is in line with the Foundation’s partner approach.
- Conduct regular reviews of existing mentee referral partners, analyse findings, and advise on recommendations for future engagement with partners.
- Be focal point for all mentee referral partners and work closely with team members to lead active liaison during recruitment phases.
- Oversee referral partner management guidance documents and update as necessary.
- Seek feedback from partners and amend ways of working where necessary.
- Recruit new partners to ensure mentee targets are met, liaising with the Senior Programme Manager on specific needs (sector, location, etc.).

**Delivery of course learning content:**

- Oversee the delivery of the programmes learning content including but not limited to webinars, LinkedIn content and material for the e-library.
- Produce and manage learning delivery schedule.
- Work to improve the quality and standards of all programme learning materials.
- Collect feedback and incorporate into MEL (Monitoring Evaluation and Learning) systems.
- Work with colleagues across Programme Department in developing and sharing new learning content and methodologies.
External Communications:
- Feed into production of Mentoring Women in Business annual communications plans
- Produce and manage annual communication schedule
- Oversee the delivery of all communications responsibilities within the Mentoring team (including but not limited to; 1) Production of case studies, 2) Blogs, 3) collection of video and photos, 3) Thought leadership pieces)
- Work closely with External Affairs to provide information as required including the Foundation’s website
- Work closely with EA to promote the Mentoring programme as a sector leading mentoring service.

GDPR and data management:
- Act as Programmes team GDPR & Raiser’s Edge focal point, working closely with fundraising data compliance officer (organisational GDPR lead)
- Become familiar with GDPR requirements and make recommendations for implementation within the team
- Keep abreast of data collection and data usage practices within the team ensuring GDPR compliance
- Ensure team (and others wanting to use our data) is compliant when using information
- Ensure that data is captured, stored, destroyed etc. correctly to ensure compliance

Staff Management:
- Line management of Programme Officer x1
- Ensure the appropriate management of staff, setting work plans, carrying out performance reviews and regular one to ones, and ensuring sufficient support for their professional development
- Help to recruit, train, and induct staff as needed

Other responsibilities
- Support with the delivery and enhancement of the Foundation’s networking services which includes provision of an alumni function
- Support the creation of the alumni function and lead its continued management
- Liaise with EMCC (European Mentoring and Coaching Council) Global to get the most out of gaining accreditation: promoting it externally and getting involved in their community of mentoring experts

Person specification

Essential criteria:
- Substantial project or programme management experience
- Experience of developing and enhancing programme functions
- Strong experience of managing software to delivery projects
- Experience coordinating or managing a team in a customer service type function
- Experience of working as part of team delivering mentoring and or similar personal development programmes
- Experience of establishing, managing and following procedures
- Excellent relationship building skills with the ability to communicate with a diverse range of stakeholders
- Excellent time management skills, with the ability to juggle a wide range of competing demands in a fast-paced environment
- Experience in implementing GDPR policies and managing data
- Proven problem-solving skills
- Excellent team-working and cross-team working skills

Desirable criteria:
- Strong commitment to the Foundation’s visions, mission, values and goals with a passion for mentoring and women’s economic empowerment.
- Experience of delivering against programme/project monitoring requirements
- Experience of supporting with project/programme design

Application

Candidates who wish to apply are requested to submit the following documents:
- Covering letter addressing relevant experience for the role (one A4 pages max)
- Current CV – no more than two pages

Please send your application to: recruitment@cherieblairfoundation.org

We value diversity and welcome applications from people from all sections of the community, regardless of age, race, gender, colour, sexual orientation, disability, religion, or belief. All applicants should already have the right to work in the 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.
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 a contract with you. It also needs to process your data to enter 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 to and 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.

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.

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.

For how long does the Foundation keep data?
If your application for employment is unsuccessful, the Foundation will hold your data on file for six 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 PA to the CEO 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.