National Mentoring Manager
Application Pack
March 2022
About us

Arts Emergency is a mentoring charity and support network. Since 2013, we have worked to address the inequalities in the creative and cultural sectors. Founded in Hackney by two friends, activist Neil Griffiths and comedian Josie Long, we now support 1,300 brilliant young people across the UK. We provide guidance so they can chart their own course. We create connections to help them get ahead.

Our values

- We are **bold**, actively changing UK culture in a big, far-reaching way
- We are **optimistic** about the future and celebrate the best in human nature
- **Community** is fundamental to our existence and the success of our mission

Read more about our life-changing work in our Impact Report

78% of mentees expanded their network
Arts Emergency provides 16-25 year olds in London, Brighton, Greater Manchester, Merseyside and beyond with a trained mentor working in their field of interest. Mentors help Young Talent set goals, explore their passions and make decisions about higher education, training and careers.

After they complete a year of mentoring, Young Talent can continue to access opportunities, advice, resources and paid work from the Arts Emergency Network until they turn 26. The network is made up of thousands of cultural professionals who’ve all offered to share crucial gateways into hard to crack industries like TV, publishing and architecture with young people underrepresented in those fields. High profile members include comedians Nish Kumar and Sara Pascoe, actors Nikesh Patel and Julie Hesmondhalgh, and writers Neil Gaiman and Sarah Perry.

“What Arts Emergency has done more for me than I ever thought possible, it has opened doors I thought were closed. It has given me hope.”

DEJI, YOUNG TALENT

Find out what our mentors and mentees have to say about us:
Watch Arts Emergency's 2020 highlights
Our plans for the future

Our vision is of a society where every young person gets a fair chance to flourish and every opportunity to contribute to the culture in which they live.

This is an exciting time to join Arts Emergency and help to shape the future of the organisation. In Spring 2022, we are conducting a strategic review to inform our direction and update our mission and impact. This year we are also recruiting four new board members to help us achieve this and welcoming a new Youth Collective, who'll ensure that young people's voices are amplified through our work.

This is a critical time as we expand nationally to meet the urgent need for our support. Having grown five-fold since 2016, we’re aiming to work with up to 2,000 young people by 2024/25. We’ve identified ten priority areas across the UK that meet a combination of eligibility and viability criteria for new projects.

Our Community programme is also growing to support our Young Talent with their career progression and personal development. We will enhance our work experience and paid work opportunities in partnership with creative and cultural organisations, and offer each young adult on our programme tailored CV, interview and employability support.

Read more about our plans in our *Vision document*. 

87% of Young Talent now feel more informed about their career choices
Our team

The Arts Emergency team is a group of passionate and dedicated staff and trustees who bring together a wealth of experience from the charity and cultural sectors.

Meet our team

“I am thrilled to be part of the hugely important changes Arts Emergency is making to the industry and its legacy that has affected so many for the better, in such a short time.”

YOMI ADEGOKE - WRITER, JOURNALIST, AND BOARD MEMBER
Commitment to equality and diversity

Arts Emergency is committed to being a welcoming and inclusive organisation. We’re dedicated to social justice and making the arts and humanities equitable for all. We help our volunteers to address the structural inequalities in the cultural and creative industries, and use our voice to influence gatekeepers to make real, long-term changes.

When we recruit we will always: show the salary, pay a living wage, and won’t demand a degree as an essential criteria in the person specification. We particularly welcome applications from disabled people, LGBTQIA+ people, Black, Asian and minority ethnic candidates.

“We our future cultural landscape is in danger of being populated exclusively by the children of the wealthy and well-connected. I love Arts Emergency because it works to bridge this gap. To create the opportunities that have been taken away”

JULIE HESMONDHALGH, ACTOR

We are committed to the employment and development of disabled people. We guarantee to interview anyone with a disability whose application meets the person specification for a post. To be invited to interview, you must show in your application that you meet the person specification for the role. If you tell us that you have a disability we can make reasonable adjustments to the interview process, and, if you join us, to your work arrangements. If you’d like to discuss any access needs or adjustments please get in touch.

London Celebration Event.
Photo: Lilla Nyeki.
Mentoring Manager

Permanent contract £33,000
Full-time, Monday to Friday

As Mentoring Manager, you will be responsible for leading a team that supports mentor pairs, helping them to achieve exciting outcomes for young people. This is an exciting new position with five direct reports, based in the communities they are serving. It’s a busy, fun and rewarding role where you’ll work closely with the Head of Programmes and Community Manager to ensure that Arts Emergency’s programmes continue to be considered best practice in the sector.

The appointee will have the choice to work remotely, from the London or Manchester office, or a hybrid of both.

Our working week is 35 hours. Some evening and weekend work may be required for which time off in lieu will be organised.

Key tasks
- Manage and develop Arts Emergency’s mentoring offer for young people.
- Act as part of the Management team, lead on the strategy and the day-to-day management of our mentoring programmes.
- Manage the mentoring team, ensuring they have the support and resources they need.
- Work alongside the National Project Lead and our Fundraising Manager to identify new possible locations for mentoring projects.
- Work alongside the Head of Programmes to ensure safeguarding, welfare and good mental health is at the heart of our work.
- Lead on the organisation and delivery of mentoring events.
- Develop and manage mentoring application processes effectively working closely with our Database Officer.
- Ensure the team provides the best possible mentor matches and high quality support.
- Ensure mentors and mentees are supported through regular communications.
- Work with the Community Manager to ensure that participants understand the opportunities available to them outside of mentoring.
- Monitor and evaluate the project and compile reports for stakeholders.
- Work with colleagues to continually develop Arts Emergency’s volunteer network.
- Represent Arts Emergency at events and develop relationships with industry partners.
- Ensuring compliance with all relevant policies and procedures. Causes for concern are flagged immediately to the Head of Progs.
- Maintain our ethos and values, and positively promote our work and activities at all times.
- Undertake any task that may be requested from time to time that may be consistent with the nature and scope of this post.

Key results
- Achieve recruitment targets set for annual mentoring programmes.
- Mentoring team feels supported to achieve their targets and processes work consistently across all projects.
- New mentoring projects are planned and launched according to our long term goals.
- Mentor pairs are onboarded according to our processes, supported throughout their year of mentoring and over 85% of pairs complete a year of mentoring.
- Evaluations from both mentors and mentees are largely positive and show significant impact.
• Arts Emergency’s volunteer network continues to grow, particularly in career areas and amongst community groups that are currently under-represented.
• Our mentoring programmes adhere to the Safeguarding policy, risks are mitigated and concerns or issues are dealt with quickly.
• Accurate records are kept on Salesforce and contact reports regularly received from volunteers.

Person specification

Experience
• Experience of managing a team.
• Experience working with young people aged 16-25.
• Project management experience, either as a freelancer, contractor or permanent employee.
• Experience delivering projects in a related field (e.g. outreach, youth work, creative sector, education, events, charity sector).
• Experience of safeguarding young people.

Skills/competencies
• A strategic mindset to grow and improve mentoring provision.
• Capability in Microsoft Office programs and web based apps (e.g. email/social media).
• Capability when using databases e.g. Salesforce.
• Excellent interpersonal and relationship building skills, to interpret the needs of the mentoring team, young people, volunteers and external stakeholders.
• Good presentation skills and the confidence to explain mentoring processes and sell our work to prospective supporters and volunteers, both digitally and in person.
• Good administrative and organisational skills.
• Time management skills - the ability to work to deadlines, and under pressure, balancing several priorities at once.
• Excellent attention to detail and accuracy in recording important information (e.g. ensuring DBS certificates are processed efficiently and any safeguarding concerns or disclosures are noted correctly and in a timely fashion).

Knowledge
Knowledge of:
• issues affecting young people (e.g education, poverty, mental health) creative and cultural landscape
• communities of potential volunteers.

Special attributes
• Up-to-date knowledge and interest in culture.
• A demonstrable passion for social justice and/or diversity and Inclusion work.

Personal qualities
• A commitment to upholding our values of being bold, optimistic and community-led.
• A ‘can-do’ attitude.
• Passionate and driven to make a positive impact on the world.
• A positive leader and role model.
• Always learning: a self-starter, motivated, eager to learn.
• A people person, inspirational and brilliant working closely with multiple stakeholders.
• Resourceful and embraces challenge and change.
• You will need to have the discipline to work independently and communicate proactively with the wider team.
• You are happy to work flexibly to best meet the project’s changing needs.

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How to apply

To apply please complete the following

1. **Download and fill in** the application form. The application includes two parts: In Part One you will provide information related to your job history since leaving school and any relevant qualifications. Part Two asks questions in relation to the Job Specification.

You can return the application form as a word document or PDF. If you prefer you can talk through the Part Two questions in an audio file (no longer than 10 minutes). To transfer an audio file, upload to wetransfer.com and use the ‘get transfer link’ option, then copy and paste the generated link into your email.

2. **Click here** to complete our Equality and Diversity Monitoring Survey.*

3. Once completed, please send the application form to jobs@arts-emergency.org by 11:59pm on 14 April 2022 with AEMM1 in the subject line.

If you have any questions about the application process or the role, please contact jobs@arts-emergency.org

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Contact us

+44 (0)20 7683 1077
jobs@arts-emergency.org
www.arts-emergency.org

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Registered Charity Number 1152377

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*The survey is anonymous and not linked in any way to your application. Any information you provide will be used by Arts Emergency to monitor the demographics of candidates applying for roles and make improvements in line with our diversity and inclusion ambitions. This data will be treated in accordance with the General Data Protection Regulation 2018.