



London Mentoring Officer Application Pack August 2026

About us

Our values

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 1,800 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 vision

The future is a place where young people face no closed doors to creativity and the creative industries.

Our mission

We open doors by connecting young people to each other and to creative professionals within communities of care based on shared values, interests, and practice. Through the transformative power of this mutual support, young people are empowered to live out their creative ambitions.

Our core beliefs

In 2011, when Neil and Josie first dreamed up the project that would become Arts Emergency, they wrote (on a tablecloth) the core statements

of belief and intention for the national movement they would go on to build. This became our founding manifesto. Ten years later, inspired by this manifesto and their own experiences in the arts, our Youth Collective created their own. You can read both manifestos on our [website](#).

Both manifestos are powerful guiding forces in everything we do. In the words of our Youth Collective, "we are far more powerful when we come together. Share resources. Pay it forward".

Who we support

We currently support 1,800+ young people aged 16-25 who encounter systemic barriers to achieving their creative ambitions.

Among our young people:

- 78% are from a lower socioeconomic background
- 70% are from an ethnic minority background
- 17% have a disability or special educational need

Importantly, 61% have intersecting identities that compound the challenges they experience within the sector.

Our young people live in 115 local authorities across London, Greater Manchester, Merseyside, and wider England.

We recruit young people through a network of 57 long-standing referral partnerships with schools, colleges, local authority services, and community organisations working in areas of deprivation.

“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

What we do

Arts Emergency empowers, connects and develops under-resourced young people to be their best, most aspirational selves through 1:1 mentoring and up to ten-years' worth of tailored assistance, real-life opportunities, connection to our Network - thousands of cultural professionals - and peer support.

Our three main programme strands are:

- **Mentoring:** Through a year-long mentoring relationship with a trained volunteer who is experienced in their creative area of interest, young people aged 16-18 receive information, advice, and guidance that supports them to make decisions and take steps toward their creative ambitions as they move beyond compulsory education.
- **Young Community:** Every young person who takes part in our programmes becomes a member of our Young Community, a national community of 1,800+ young people aged 16-25 from underrepresented backgrounds, with shared creative interests and practices. Through bringing people together in person and online, our Young Community programme fosters authentic connections.
- **Youth Collective:** A representative group of 12 young people who provide leadership for the Young Community, ensuring that young people's views and voices are at the heart of everything we do.

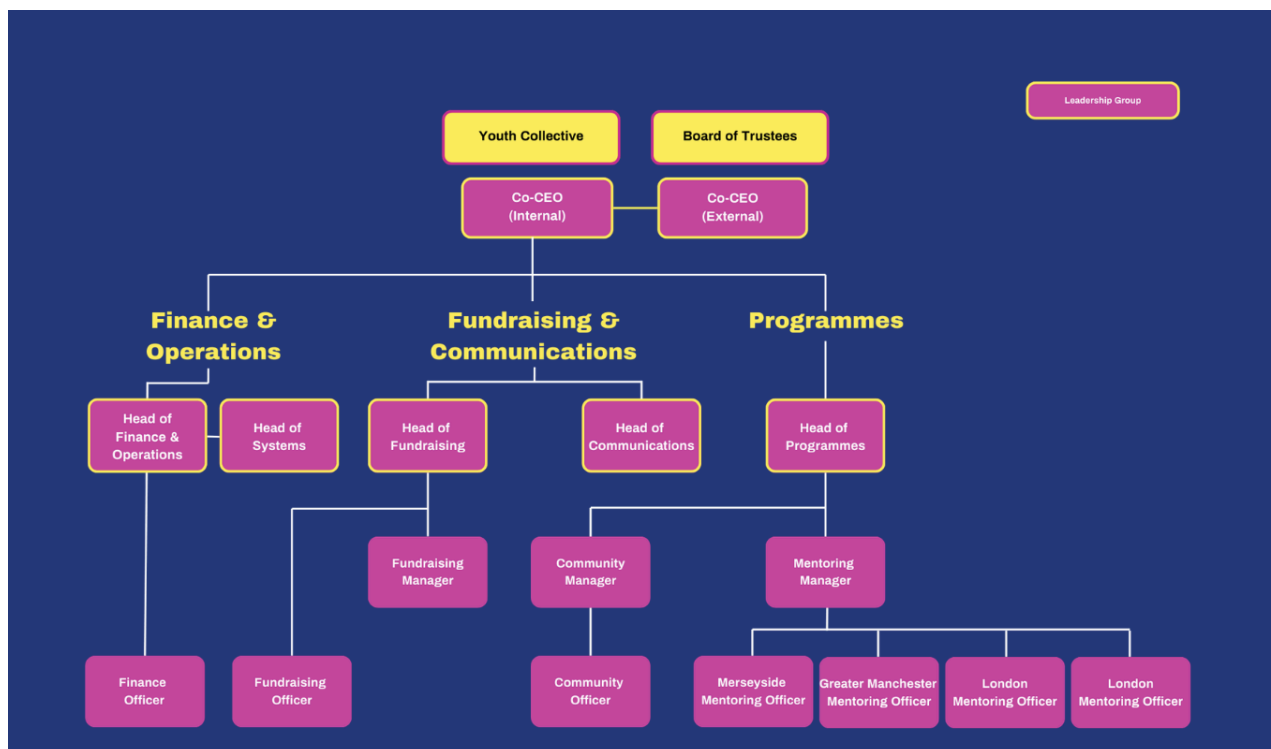
This is an exciting time to join Arts Emergency and help shape the future of a growing, mission-driven organisation.

See some of the results of our work in our [Impact Report 2025](#).

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](#)



Commitment to equality and diversity

Arts Emergency is a grassroots movement that is entirely and authentically powered by people. We believe that lasting social change can only happen when we all come together.

Our programmes serve young people who are under-represented in the creative and cultural industries, including people from lower socioeconomic backgrounds, ethnic minorities, and people with disabilities.

Arts Emergency is committed to taking steps to be reflective of the young people we serve, and being a welcoming and inclusive organisation. We therefore particularly encourage applications from candidates who are likely to be underrepresented in the UK's cultural workforce. This includes people of colour, disabled people, LGBTQIA+ people, and other equity deserving groups. When we recruit we will always: show the salary, pay a living wage, and won't demand a degree as an essential criteria (unless a specific qualification is required for a role).

If you tell us that you have access requirements or any requests to make you comfortable, we can make reasonable adjustments to the interview process, and, if you join us, to your work arrangements.

“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

London Mentoring Officer

- Permanent
- 5 days / 35 hours per week
- £31,415 per annum / pro rata
- You must reside in London, but the role can be office or home-based, or hybrid
- Arts Emergency operates a 35-hour week, we will consider compressed or annualised hours

About the role

Arts Emergency have been supporting young people through our mentoring programme since 2011. During this time, we've seen a huge community of mentors from across the UK's creative industries come together to support over 2,000 underrepresented young people to pursue higher education, creativity and careers.

As the London Mentoring Officer, you will work to recruit, match and support mentoring pairs across Greater London. This is a busy, fun, and super rewarding role where you'll get to work independently while being supported by the Mentoring Manager, your Mentoring team colleagues, and the wider

Arts Emergency team around the country. Arts Emergency has a supportive team to help you learn and grow in the role.

Key tasks

- Recruit and maintain a network of volunteer mentors, in collaboration with the wider
- Mentoring and Arts Emergency team
- Organise mentor training events and carry out necessary safeguarding measures, including enhanced checks with the Disclosure and Barring Service (DBS) for volunteers
- Promote the mentoring programme with schools, colleges, and other referral partners
- Manage existing relationships and develop new ones with schools, colleges, and other referral partners
- Manage application and onboarding processes effectively
- Ensure the best possible mentor matches for young people and provide high-quality support throughout their mentoring relationship
- Develop value-added opportunities for mentees to gain first-hand knowledge and experience in their fields of interest, and to achieve their personal goals
- Monitor the programme and share updates proactively with the Mentoring Manager, including reviewing and responding to mentor reports
- Contribute to planning on-boarding or celebration events for mentoring pairs
- Represent Arts Emergency at events, developing relationships with supporters and cultural organisations, and acting as an ambassador for the organisation's work
- Ensure compliance with all relevant policies and procedures, flagging causes for concern with the Designated Safeguarding Officer (DSO) if needed
- Work with the wider team to curate monthly newsletters, sharing opportunities with Greater London-based mentees
- Undertake any task that may be requested from time to time that may be consistent with the nature and scope of this post
- Maintain the ethos and values of the organisation and positively promote the work and its activities at all times

Key results / objectives

- There are sufficient volunteer numbers for the project to commence
- Partners understand the benefits of the programme and sign a partner agreement
- Partner recruitment is carried out, and there are sufficient applications received for the project to commence
- All eligible applicants have been met individually (either digitally or in person) to assess needs and address expectations
- Sufficient mentors have been trained, and enhanced DBS certificates and safeguarding measures are in place for those matched, in accordance with our safeguarding policy
- Accurate records are kept on Salesforce, with reports regularly received from volunteers
- Value-added opportunities are offered regularly to individuals and through the mentee newsletter
- Communication with the wider Arts Emergency team is clear and proactive, issues are addressed quickly, and progress is reported on regularly
- Feedback from both mentors and mentees are largely positive, and show significant impact, with a majority of mentees finishing mentoring and feeling positive about their futures

Person specification

We are aware that everyone has a range of skills and experiences and that transferable skills or similar experiences may not align exactly with the person specification outlined here. If you feel that you could successfully fulfil the responsibilities of the role, we would encourage you to apply, even if you don't meet every criteria in the person specification.

Training and support can be provided for the successful candidate to support their development in areas of the role with which they are less familiar.

Qualifications

No specific qualifications are required for this role

Experience

- Experience working with young people aged 16-18
- Experience of project management within a service delivery context
- Experience of managing relationships with partner organisations and/or skilled volunteers
- Experience of programme delivery in a related field (e.g. youth work, arts and culture, education)

Skills & Abilities

- Excellent interpersonal and relationship-building skills with diverse stakeholders
- Good presentation skills and confident at public speaking
- Good administrative and organisational skills
- Time management skills - the ability to work to deadlines, and under pressure, balancing several priorities at once
- Creative thinking - ability to recognise and capitalise on value-added opportunities for mentors and mentees

- Excellent attention to detail and accuracy in recording important information
- Capability in using standard office programmes, web-based apps, and databases

Knowledge

- Knowledge of the context and issues affecting young people in Greater London aged 16-18
- Knowledge of the creative and cultural industries in Greater London
- Knowledge of the education system and/or careers guidance

Personal qualities

- Commitment to upholding Arts Emergency's values
- A demonstrable passion for social justice
- A 'can-do' attitude
- Passionate and driven to make a positive impact on the world
- Always learning: a self-starter, motivated, eager to learn
- A people person, inspirational and brilliant at working closely with multiple stakeholders
- Team-oriented but takes individual responsibility
- Resourceful and embraces challenge and change
- Self-discipline to work independently and communicate proactively with the wider team
- Willingness to work flexibly to meet the demands of the role

Working conditions

You must reside in London, but the role can be office or home-based, or hybrid. Arts Emergency's London office is currently in Bethnal Green at 15A Old Ford Road, E2 9PJ. We also have access to Spaces offices around the country which can be used by all staff if an office space is needed outside these areas.

Regular travel across Greater London is essential as part of programme delivery. Where off-site working is required as part of programme delivery, travel expenses will be covered within Greater London. We will occasionally ask you to travel to other offices or locations for training and away days. Travel expenses for these events will be covered, and we will offer remote options when necessary, and ensure accessibility requirements are taken into account.

Arts Emergency operates a 35-hour week, and we will consider compressed or annualised hours. There may be occasional evening and weekend work. We operate a time-off-in-lieu system.

How to apply

We will be hosting an optional Zoom on Tuesday 8 September at 6pm for prospective applicants to learn more about the role, the Mentoring team, and Arts Emergency before they apply. [Register here](#).

To apply please complete and submit [this application form and Equality and Diversity Monitoring Survey](#)* by **10am on Tuesday 18 September 2026**.

Interviews will be held in London on the week commencing Monday 28 September 2026.

Please see our [Privacy Policy](#) to find out more about how we handle your data.

*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.

Contact us

If you have any questions about the role, please contact Danny Kilbride, Mentoring Manager at danny@arts-emergency.org

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

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Registered Charity Number 1152377

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