

Project Officer London Information Pack

REACH OUT
Mentoring
that works



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Who are ReachOut?

ReachOut is a mentoring charity working with children in disadvantaged communities to raise aspirations and help them grow in character and competence.

We improve self-confidence and develop numeracy, literacy and communication skills, whilst reinforcing our core values of Fairness, Self-Control, Good Judgement and Staying Power.

We do this through one-to-one mentoring with positive role models and team activities, to promote leadership, trust and responsibility.

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Our character focused approach

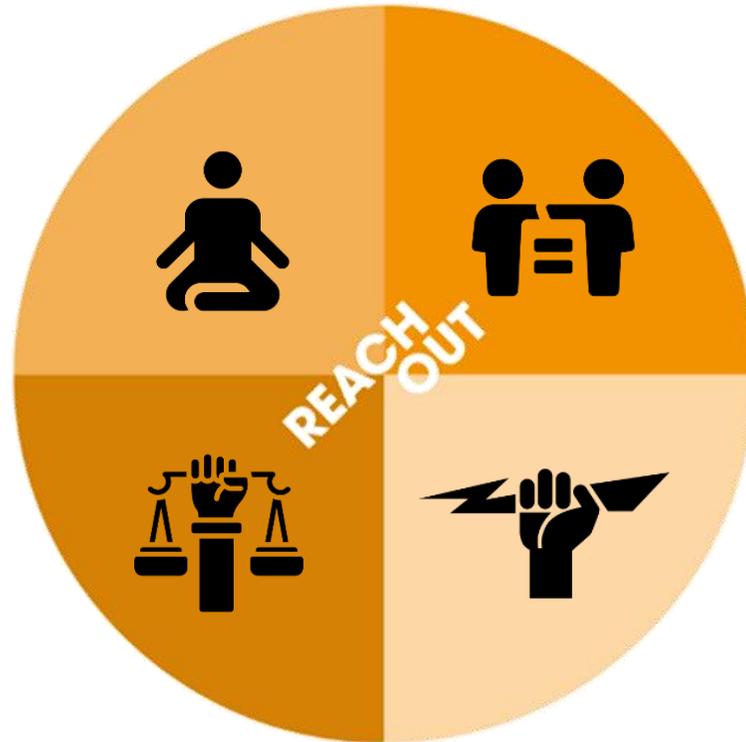
At ReachOut we take a **character focused approach** to mentoring – reinforcing our core values of Fairness, Good Judgement, Self Control and Staying Power.

Self-Control

The ability to keep emotions in check and choose to act (or not to act) in a certain way despite how we might feel.

Fairness

To treat others with respect and empathy, honouring rights and responsibilities and being honest.



Good Judgement

The ability to consider consequences and make decisions that benefit both ourselves AND those affected by our choices.

Staying Power

Resilience, grit, the ability to stick to something, to honour commitments, to see tasks through to the end.

Our commitment to Equality, Diversity and Inclusion

ReachOut is committed to being an inclusive and diverse organisation, and we live by our core Character Strengths of Fairness, Good Judgement, Self-Control and Staying Power. We therefore welcome applications from people of all ethnicities, ages, religious beliefs, gender identities, sexual orientation and any other protected characteristics, to provide a diverse range of experience, ideas and insights into our work.

We recognise that having support from staff and volunteers with a similar background and experiences, can further help our young people develop and learn. More than half of the young people we work with are from Black Caribbean, Black African, Bangladeshi and Turkish backgrounds, yet we tend to get fewer applications from people within these communities.

ReachOut wants to increase the representation of our young people amongst our staff, so if you are from these ethnic groups, we would particularly appreciate receiving your applications.

Project Officer Role Overview

The Project Officers are responsible for overseeing the day to day logistics of ReachOut mentoring programmes in schools across their location and ensuring the projects impact every young person involved.

This includes the line management of our sessional Project Leaders, liaising with contacts in partner schools and working collaboratively with the Project Managers and Volunteer team to support ReachOut's growth.

Job Title:	Project Officer
Reports to:	Project Manager
Contract:	Full time, permanent (probationary period of 6 months)
Working Hours:	37.5 hours a week – flexible hours around general 9:00-17:30 working pattern to include regular evening work to 20:00
Location:	London (Project delivery in and around region)
Salary:	£25,500 per annum
Start date:	1st August 2022

Background information

Overview

ReachOut runs mentoring projects for young **people in partnership with schools** and our young people are referred for a variety of reasons, for example, if they would **benefit from an additional role model or support with academic confidence, social confidence, behaviour or self-esteem**

The weekly sessions run in the afternoon and evening throughout the academic year and involve one-to-one academic & non-academic activities with volunteer mentors, fun whole group activities and extracurricular activities such as multi-sports, drama and arts and crafts.

In 2022/23, ReachOut aims to expand our delivery and engage **over 1000 young people** through our in person and online mentoring programmes. Our long-term aim is to double our reach and be working with 2000 young people by 2024! **We are looking for innovative and passionate people that want to contribute to this growth** whilst ensuring maximum impact on each young person.

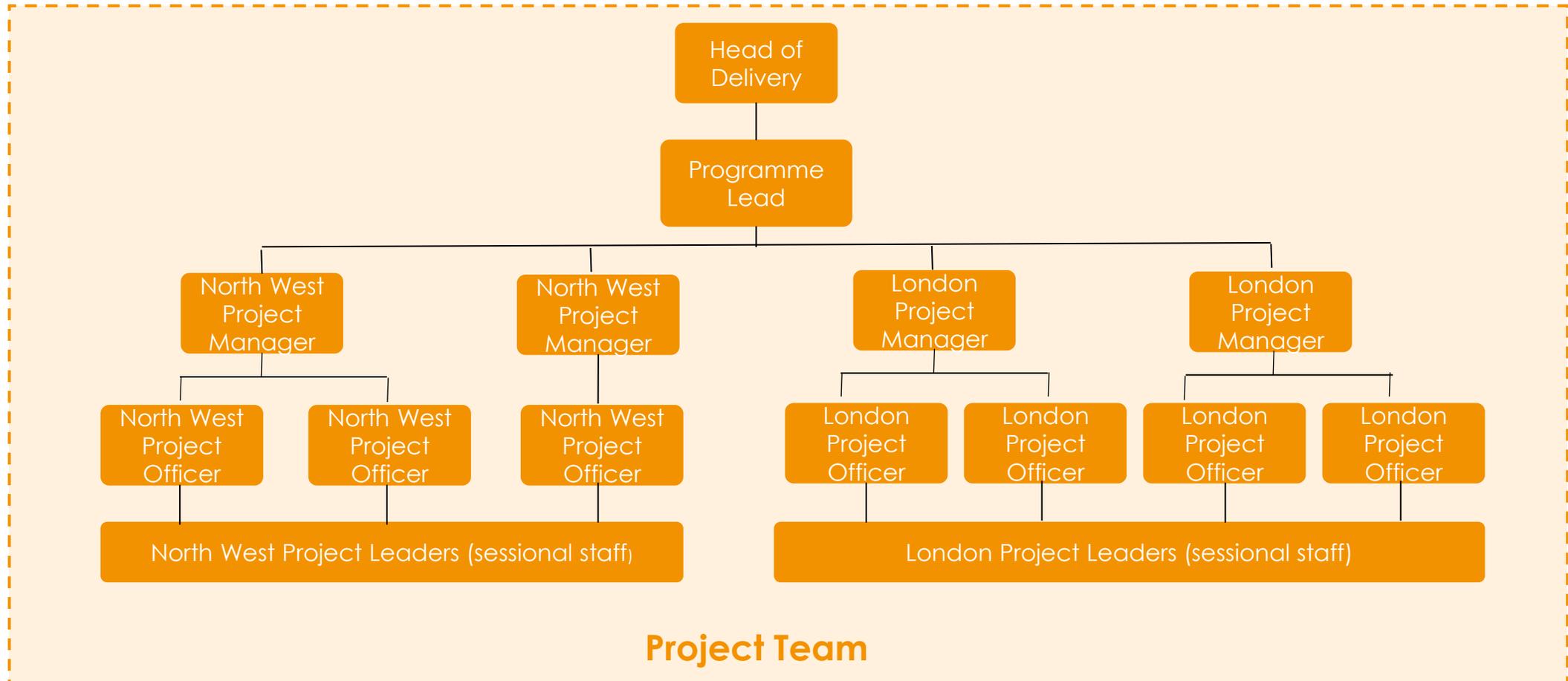


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Project Team Structure

Our Project Officers sit within ReachOut's project team:



Job Description

Management and development of Project Leaders

- ✔ Line manage and develop up to 11 Project Leaders supporting them to:
 - deliver their allocated mentoring sessions and carry out required preparation in between sessions
 - monitor mentee progress and attendance and communicate with parents
 - manage their allocated group of volunteer mentors, maintaining engagement and attendance
 - create an inclusive and safe environment for young people to develop and have their voices heard
 - develop by providing feedback and through regular supervision
- ✔ Ensure that their delivery of ReachOut mentoring sessions meets ReachOut standards through regular observation
- ✔ Provide cover for delivery of projects where required

Stakeholder Management

- ✔ Day to day communication with partner schools to ensure projects run efficiently and expectations are met
- ✔ Plan and attend termly meetings with partner schools to report on ReachOut sessions, solve any potential challenges and ensure school retention



Job Description

- ✔ Managing attendance and engagement of mentees and mentors
 - Communicating with parents
 - Communicating with young people
 - Working closely with the volunteer team
 - Running in school assemblies and parent information sessions
- ✔ Represent ReachOut in line with our values and mission in all stakeholder communication and at external events

Project Delivery

- ✔ Plan and run your allocated mentoring project
 - Manage the progress and development of the young people
 - Manage your group of volunteer mentors, supporting them to build positive relationships with their mentees

Project Coordination

- ✔ Maintain good data quality for your projects using our CRM Salesforce, and proactively report on project KPIs such as capacity and attendance to the Project Manager
- ✔ Oversee the collection of end of year data to support impact measurement, and report to schools through termly impact reports
- ✔ Carry out administration for all projects in your remit
- ✔ Support the Project Managers to set up ReachOut programmes in new schools



Job Description

- ✔ Project Officers also share the co-ordination of other project-related activities, for example:
 - Recruitment and training of Project Leaders
 - Facilitating Workplace Experience Visits
 - Event management e.g. Graduations for our young people
 - ReachOut Voice – ReachOut's youth-council
 - Design and development of our curriculum and project resources

Safeguarding

- ✔ Safeguard ReachOut's young people, exercise and promote best practices when working with young people in a safeguarding context
- ✔ Ensure that the Project Leaders and volunteer mentors follow ReachOut safeguarding policies

Other

- ✔ Follow ReachOut's policies and procedures
- ✔ Follow ReachOut's documentation processes
- ✔ Carry out any other duties as required by ReachOut and to act in a manner that is in keeping with ReachOut's values



Person Specification

In your supporting statement, you should be able to demonstrate the following experience, skills and attitudes and behaviours:

Experience

- Experience working with young people aged 9 to 16 and support with a range of needs e.g. behaviour, S.E.N, academic attainment and/or confidence
- Understanding of the education system at KS2, 3 and 4 Levels and the challenges facing young people today
- Knowledge and understanding of good practice in a safeguarding context, following safeguarding policies and procedures
- Experience in managing full/part-time staff and/or volunteers
- Sufficient experience in managing relationships with various stakeholders

Skills

- Strong time management and prioritisation skills
- Ability to work collaboratively and create a participative and positive work environment
- Strong interpersonal skills with the ability to develop and maintain excellent working relationships across a variety of stakeholder groups
- Ability to reflect and learn to adapt to different situations and stakeholders
- Effective communicator: orally and in writing
- Proficient IT skills, including use of Microsoft Office programmes

Person Specification

In your supporting statement, you should be able to demonstrate the following experience, skills and attitudes and behaviours:

Attitude/Behaviours

- Belief in ReachOut's mission and passionate about our character building agenda
- Proactive approach and able to use initiative and creativity to find solutions to problems
- Ability to adapt to unpredictable circumstances and learn from challenging situations
- Enthusiastic and dynamic with a positive 'can-do' attitude and a clear focus on outcomes and impact
- A demonstrable commitment to equality, diversity and inclusion
- Can work flexible hours when necessary
- Willing to travel to various locations across the region to attend projects and events
- Willing to travel to other regional offices on occasion and stay overnight if required

Benefits

- ReachOut is committed to support the wellbeing and mental health of it's employees. This includes, but not limited to:
 - Managers trained on supporting mental health and wellbeing and trained Mental Health First Aiders
- 27 days annual leave
- 3% pension contribution
- Flexible working:
 - Hybrid working (Min. 2 days working in the office required)
 - Hours can be flexed around key activities and attendance to projects, meetings, events etc.
- Employee Assistance Programme
- ReachOut is committed to support the professional development of its staff. This includes, but not limited to:
 - Training opportunities and personal training budget
 - Opportunities to gain experience working with other departments
- Monthly Character Legend staff award
- Regular staff socials
- Access to a health plan after one year of service



How to apply

We are recruiting for a Project Officer in London

Stage 1 – Submit your cover letter and CV

To apply, please send your CV and a supporting statement, addressing each point of the person specification, clearly describing how your skills and experience make you suitable for this role and providing evidence for each point.

Please send both documents to Chady Sabeti, chady.sabeti@reachoutuk.org. In the subject line, quote PO-2022-LDN.

Applications will be assessed as they come in and assessment centres will be held on a rolling basis. Once the positions are filled the vacancy will be closed so applicants are advised to apply early.

Stage 2 – Assessment Centre

The first Assessment Centre will be held in the evening on **Tuesday 19th July. If the positions are filled, the vacancy will be closed.**

To get a space in this assessment centre you should send your application by **Thursday 14th July at 5:00 pm.**

Stage 3 – Interview

Successful candidates will then be invited to interviews.

IMPORTANT INFORMATION

Please note, if you are a successful candidate, we will ask you if you have any convictions, cautions, reprimands or final warnings that are not "protected" as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013) and to complete a self-disclosure form.

This will not necessarily prevent you from being employed by ReachOut; a decision will be made based on our risk-assessment.

All ReachOut staff is required to undergo an enhanced criminal records check with the Disclosure and Barring Service. ReachOut will cover the cost of the check and guide you through the process.

All staff have a responsibility to safeguard and promote the welfare of children and adults.

The post holder will undertake the appropriate level of training and is responsible for ensuring that they understand and work within the safeguarding policies of the organisation.