

**BelEve Mentoring Programme****Mentor Programme Coordinator****Job Description**

Revised May 2026

<b>Job Title</b>	Mentor Programme Coordinator
<b>Reports To</b>	Mentor Programme Manager
<b>Location</b>	South East London
<b>Contract</b>	Fixed Term, Full-time — 35 hours per week
<b>Salary</b>	£26,000–£31,000 per annum (dependent on experience)
<b>DBS Check</b>	Enhanced DBS required — this role involves direct work with young people aged 16–22

**About the Role**

The Mentor Programme Coordinator plays a vital role in ensuring the smooth and effective delivery of BelEve’s mentoring programme. Working closely with the Mentor Programme Manager, you will oversee the onboarding, matching, and ongoing support of mentors and mentees — ensuring every participant feels welcomed, supported, and connected to our community.

This is a hands-on, people-focused role, ideal for someone who is highly organised, empathetic, and passionate about empowering young women and girls to reach their potential. You will coordinate the day-to-day delivery of the Mentor Programme across multiple cohorts, providing administrative, logistical, and pastoral support that ensures participants have a positive and impactful experience.

**Programme Context**

BelEve’s mentoring programme operates across three rolling cohorts per year, with up to 90 mentees and 90 mentors active simultaneously by the second half of the programme year.

This role is central to making that model work in practice — coordinating logistics, supporting participants, managing data, and ensuring no one falls through the gaps.

**Key Responsibilities*****Mentor Programme Delivery & Coordination***

- Coordinate the end-to-end delivery of the Mentor Programme across all active cohorts, ensuring participants receive timely communication, clear guidance, and consistent support throughout their journey.
- Manage mentor and mentee onboarding, including application tracking, DBS checks, safeguarding inductions, reference verification, and the matching process.
- Monitor participant engagement and progress against the BelEve Readiness Framework (Emerging / Developing / Secured), flagging concerns to the Mentor Programme Manager promptly.

- Organise and deliver regular check-ins, mid-point reviews, and feedback sessions to maintain engagement and well-being across all cohorts.
- Maintain accurate and up-to-date records of participant information, engagement, and progress using Mentorloop, Upshot, and HubSpot.
- Support programme evaluation through surveys, data collection, and contribution to quarterly dashboard reports and impact reporting cycles.

### ***Mentor Recruitment, Retention & Engagement***

- Support the active recruitment of mentors from corporate partners, BelEve's alumni network, and professional networks — ensuring a consistent pipeline of engaged, values-aligned mentors across cohorts.
- Proactively manage mentor satisfaction and retention — conducting monthly check-ins, collecting feedback, and identifying and resolving disengagement early.
- Maintain a mentor satisfaction tracker and escalate concerns or risks to the Mentor Programme Manager.
- Support the development of BelEve's alumni mentor pathway, helping Year 1 graduates transition into peer mentoring and career mentoring roles in Year 2.

### ***Participant Support & Engagement***

- Act as a first point of contact for mentors and mentees, responding to queries with care, clarity, and in line with BelEve's values and safeguarding procedures.
- Ensure that all young women in the programme feel supported, confident, and connected to the wider BelEve community — with particular attentiveness to participants who may be at risk of disengagement.
- Help build a positive, inclusive, and empowering programme culture that reflects BelEve's commitment to Black and racially minoritised young women.
- Support the delivery of group sessions, Readiness Session workshops, and programme events that strengthen engagement and learning.
- Coordinate programme socials and community-building initiatives — both in-person and virtual — that strengthen connections across cohorts.
- Create and distribute newsletters and communications for mentors and mentees, celebrating achievements, sharing opportunities, and keeping participants informed.

### ***Corporate Career Activations & Employer Partner Support***

- Support the Mentor Programme Manager with the planning and delivery of corporate activations, employer insight days, workplace visits, and mock interview sessions.
- Drive attendance and engagement at Career Insight Days, ensuring strong and representative participation from programme participants.
- Coordinate event logistics, participant communications, and employer briefings ahead of each activation.
- Gather feedback from participants and employers post-event and contribute to evaluation and reporting.

### ***Safeguarding***

- Adhere to BelEve's safeguarding policy at all times and act as a trusted, responsible point of contact for participants who may need additional support or signposting.
- Complete all required safeguarding training and maintain an up-to-date Enhanced DBS certificate.

- Report any safeguarding concerns promptly to the Designated Safeguarding Lead in line with BelEve's procedures.
- Ensure that safeguarding considerations are embedded in all participant communications, onboarding processes, and event delivery.

#### ***Team Support & Continuous Improvement***

- Work closely with the Mentor Programme Manager to ensure smooth coordination across all mentoring activities and cohort transitions.
- Support the wider team with administrative and logistical tasks related to corporate partnerships, alumni engagement, and events.
- Contribute ideas for improving processes, communications, and participant experience.
- Contribute to the achievement of departmental KPIs, ensuring programme delivery meets organisational objectives and reporting requirements.

## Person Specification

Criteria	Essential	Desirable
<b>Skills &amp; Knowledge</b>		
Strong organisational and administrative skills with excellent attention to detail	✓	
Excellent communication and interpersonal skills, with the ability to build positive relationships with diverse participants	✓	
Understanding of and commitment to safeguarding young people — including knowledge of reporting procedures and responsibilities	✓	
Ability to manage multiple priorities, cohorts, and deadlines in a busy environment	✓	
Confidence in using digital tools, CRM systems, and data management platforms (ideally Mentorloop, Upshot, or HubSpot)		✓
Experience with or openness to AI-assisted tools in programme delivery		✓
<b>Experience</b>		
Experience coordinating or supporting programmes, events, or youth-focused activities	✓	
Experience in a role involving direct contact with young people or vulnerable adults	✓	
Experience working within mentoring, education, or youth development settings		✓
Experience delivering inductions, workshops, or small-group sessions		✓
Experience supporting data collection, surveys, or impact reporting		✓
<b>Values &amp; Approach</b>		
Empathetic, supportive, and passionate about empowering young Black and racially minoritised women and girls	✓	
Proactive, flexible, and able to work well as part of a collaborative team	✓	
Commitment to equity, diversity, and inclusion in programme delivery	✓	

## What We Offer

---

- The opportunity to make a real and measurable difference in the lives of young women and girls.
- A supportive team environment with opportunities for professional development and progression.
- A collaborative, values-driven culture centred on equity, belonging, and impact.
- Involvement in a growing, ambitious programme with national replication potential.