

Job Description – Support Officer

Contract period:	Fixed term to 31st August 2021, with potential to be made permanent
Hours:	Full-time – 35 hours per week
Salary:	£21,000 per annum (pro rata)
Reports to:	Employment Programmes Manager (line management and Access Aspiration) and Count on Us Programme Manager
Location:	City Hall, The Queen's Walk, More London, London, SE1 2AA, currently all staff are home-based working remotely until further notice

Terms of appointment include: 25 days annual leave (pro rata) plus bank holidays, pension scheme, flexible working and volunteering days

About Us

The Mayor's Fund for London is an independent charity, championing social mobility for young Londoners from low-income backgrounds. We believe that all young people, regardless of their starting point in life, should be able to thrive in their community, forge fulfilling careers and are able to take advantage of the outstanding opportunities that London has to offer.

Our work raises awareness of the barriers facing young Londoners, promotes the activities which best increases their opportunities and brings together the partnerships to make a measurable impact on young Londoners' lives. In 2019, we supported over 35,000 young Londoners aged 4-24 across all 33 boroughs working in partnership with 721 schools, 110 community organisations and 195 employers, 173 charities, social enterprises and local authorities.

The Mayor of London, Sadiq Khan, is our patron.

The Role

The Support Officer will be responsible for maintaining effective administrative systems in the smooth running of the Access Aspiration and Count on Us Challenge Programmes. This will include administrative and monitoring support, database management, liaising with delivery partners and providing support with training and at events. The expected split is 3 days per week with Access Aspiration and 2 days per week with Count on Us.

PURPOSE OF THE ROLE

The purpose of the role is to support the delivery of our careers guidance programme, Access Aspiration, and our schools' maths programme, Count on Us.

Access Aspiration is a careers guidance and employability support programme providing careers support and guidance for 16 to 18 year old young Londoners who are making key decisions about their future careers. In partnership with London's business community, we aim to create more visibility of employment pathways by working with businesses to provide aspirational work placements, employer insights and meaningful employer encounters in schools....

The post will support the work of the team engaging our stakeholders and delivering employer encounters for students from our network of schools. The role will involve managing the process of allocating students to suitable work experience and industry insight sessions; supporting collecting evidence of the impact of the programme; and updating our systems to track the employer encounters that our students gain.

Count on Us is a maths programme to improve confidence and attitude towards maths, as students practise to compete in an exciting maths tournament against their peers. Essentially an in-school based activity, the Count on Us Primary and Secondary Maths Challenge each culminate in a high-status tournament event which develops mathematical problem solving and high levels of fluency and depth in numeracy, geometry and algebra....

The post will support the work of the team recruiting schools to the programme and delivering well-run and engaging events. The role will involve regular liaison with schools; event support - getting event packages ready and coordination of all forms; ensuring the website is up-to-date; and maintaining accurate and timely data collection from both teachers and students.

The Mayor's Fund for London is based at City Hall near London Bridge. The role will involve occasionally evening and early morning events so a flexible approach to working hours is required and time off in lieu will be granted in these circumstances. Occasional travel across London for meetings or events may be required.

Since March 2020, all staff have been working remotely from home and many activities and events have been redesigned to take place online instead of face-to-face in schools, in businesses or at City Hall.

Key Responsibilities:

Administrative support, coordination and systems management

- To support the delivery of education and employability programmes with a focus on providing first rate administrative support
- To maintain paper and electronic filing systems relating to projects, including service level agreements, grant agreements, school risk assessments, invoices and purchase orders
- To support collection of data, data entry and database management
- To administer grants to schools as part of London Maths Week

Recruitment and relationship management

- To support with school and student recruitment, retention and participation primarily through phone/email/database outreach
- To process and distribute marketing materials
- To process registrations and applications from interested schools and students
- To provide support and information for organisations participating in our programmes, including answering enquiries by phone and email

Monitoring impact

- To update and ensure the completion of stakeholder questionnaires
- To analyse questionnaire responses and reporting trends
- To carry out interviews and case studies with students, teachers and business volunteers

Event planning and coordination

- To assist in the preparation, planning and facilitation of events held at City Hall and externally, for example in schools; and online (eg webinars)
- To help organise programme resources - such as school resource packs, marketing materials, stationery and equipment – to include ordering, printing, collation and logistics

General

- To assist MFL Fundraising, Marketing and Communications team with events, case studies, and project visits
- To actively promote the MFL brand within the school community
- To undertake other duties across the Mayor's Fund for London that are commensurate with the role
- To work alongside delivery partners, other staff in the Mayor's Fund for London Team and at the Greater London Authority (GLA)

PERSON SPECIFICATION

- Should hold a minimum of a level 4 qualification*
- Be familiar with Microsoft Word, Excel and Outlook (essential) and with database systems (desirable)
- Confident using Teams, Zoom and similar platforms (essential)
- Have an interest in the charity sector and working with London schools

Candidates for the role should be able to demonstrate:

- The ability to communicate effectively both verbally and in writing to a range of audiences.
- Strong ICT skills, with good experience of using Microsoft Office
- Some experience of tracking delivery of projects using database systems (Salesforce knowledge is desirable)
- Ability to analyse data and make conclusions and recommendations
- Strong attention to detail and accuracy in all areas of work
- Ability to use initiative and work independently
- Good interpersonal skills and an outgoing nature
- Demonstrable time management skills
- Ability to work to deadlines
- A proactive and positive approach

**level 4 and 5 qualifications are those that sit between level 3 (A levels, T levels, applied generals, such as like BTECs and Cambridge Technical) and level 6+ (bachelors with honours, master's degrees, PhDs).*

Please note that this post is subject to appointee undergoing an Enhanced DBS, in line with the Mayor's Fund for London commitment to Safeguarding.

The Mayor's Fund for London is an equal opportunities employer.

Please submit

- Your CV (no more than 2 pages of A4) and
- A statement of no more than 400 words in response to the following:
Tell us why you want to work for the Mayor's Fund for London, and give us an example of a project or piece of work that you are particularly proud of and explain your involvement.

Closing date: midday on Thursday 8th October 2020

Send to: alaw@mayorsfundforlondon.org.uk

Provisional Teams/Zoom interview dates: Thursday 15th & Friday 16th October.