



**Cranfield Trust  
Mentoring Programme Coordinator  
Recruitment Pack**

**September 2021**

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## Welcome to Candidates

### From Amanda Tincknell CBE, Chief Executive Officer



I hope you will be interested in joining our team at Cranfield Trust. The last year has been one of significant change, but some real positives have come out of our lockdown experience.

We've been able to reach more charities than ever before, thanks to the generosity of our volunteers, the commitment of our staff team and the technology that have enabled us to deliver webinars to over 3,000 delegates and continue delivering mentoring and consultancy assignments with over 500 charities.

We've helped our charity clients to adapt and survive in this difficult time, and are committed to doing all we can to sustain vital charity services as we come out of the pandemic.

It's a busy and exciting time to join our team: we've got ideas and plans to take Cranfield Trust forward, building on our successful activities and continuing to innovate in the service of welfare charities across the UK. We are keen to grow our team and attract people with a diverse range of backgrounds, experience and skills. If you are passionate about mentoring, professional development and personal growth, this could be the role for you. My colleagues and I look forward to discussing this opportunity with you.

## **APPLICATION PACK FOR MENTORING PROGRAMME COORDINATOR**

**Closing date: Thursday 21 October 2021**

**Full time or 4 days per week - job share will be considered**

**Home-based (London or South East preferred but not essential)**

**Salary: £30,000 per annum pro-rata**

### **ABOUT CRANFIELD TRUST**

Cranfield Trust is the UK's leading provider of pro bono management support to the voluntary sector. An independent charity, focused on welfare causes, we have a 32-year track record of supporting UK-based charities and non-profit organisations. We work with our register of 1,400 highly skilled commercial sector volunteers and our funders and donors, to provide high value, independent services and advice to local and national charities across the UK.

We offer a range of management services to help build successful charities, including pro bono [Management Consultancy](#), [Mentoring](#) for charity Chief Executives and managers, Peer to Peer support groups, [Webinars](#)/masterclasses and [online resources](#) on a range of management topics. This year, we expect to start around 400 new consultancy and mentoring assignments, and in total, our services will reach around 4,000 charities.

Organised on a regional basis, our face-to-face services have transferred effectively to remote delivery during the Covid-19 pandemic, and our challenge for the next twelve months is to achieve a mix of delivery channels which provide charities with the most effective support.

The Trust's activity has grown, doubling in size over the last five years. The pandemic has been a period of innovation and rapid development as we have moved to start planned services quickly, to provide more support to charities and their leaders. At present (May 2021), our consultancy and mentoring assignments together are 40% ahead of expected levels.

We have not furloughed staff or downsized during the pandemic, and are moving back to a growth path in Spring 2021. We are ambitious in our plans, investing in our current services and developing new activities to meet the needs of the small to medium sized charities we serve.

### **Our History**

The Trust was founded at the suggestion of HRH The Princess Royal on a visit to Cranfield University in 1988. At her challenge, staff, students and alumni of Cranfield University formed the Trust in 1989 to harness the skills developed at the university to benefit the voluntary sector. The Princess is our Patron, and we retain a strong, although independent, relationship with Cranfield University. We recruit volunteers through a range of contact networks including business school alumni groups and professional bodies.

## 2020-25 Strategy

Over the past five years, Cranfield Trust has more than doubled our size - in terms of the number of charities we support and in financial terms. We have a strong and growing reputation, and are respected for the high calibre of support we provide, thanks to our highly skilled staff team and the 1,400 volunteers who give their time to work with us.

*“Cranfield Trust provide the type of support which positively changes an organisation. It's more than training or consultancy that can be fleeting, it helps embed the change that the charity needs to help it help its beneficiaries.”* **Equal Arts in Newcastle**

Over the next five years, we will build on our strong foundations - excellent services, successful fundraising, strong volunteer recruitment and effective management - to provide vital services and support for organisations and leaders at a time when welfare charities have never been needed more.

We will:

- Further develop our successful Consultancy service for charities.
- Develop our Mentoring and Peer to Peer services, providing support for charity leaders.
- Develop a substantial learning centre, formalising our webinars into a programme covering charity management essentials and topical learning events.
- Leverage our experience in charity management to provide learning and insight, contributing to the wider voluntary sector, as well as informing our own development.

The Trust will also invest in technology to achieve economies in service delivery and management. We will work to ensure that our own organisation reflects the diversity of our society and develop our staff and volunteers so that the Trust is a great place to work, and an attractive volunteering option for commercial sector professionals.

*“Nick [our PM] has been brilliant, whoever works with him in the future will really benefit. Working with Cranfield Trust gave me the opportunity to have some ‘critical friend’ support in a formalised and agreed way which meant commitment and clear access from both sides, so I knew that I would access quality support rather than receiving support as a ‘favour’ from other contacts.”*

**Weston Park Cancer Charity, Yorkshire + Humber**

## ABOUT THIS ROLE

Cranfield Trust has been providing high calibre management support to frontline voluntary organisations for more than thirty years. We start new consultancy and mentoring projects with more than 350 charities each year. 20-25% of these are Mentoring projects.

We are looking for a highly capable management professional to join us as a **Mentoring Programme Coordinator** to oversee our mentoring service. This person will help us develop our mentoring offer, and, as part of our team, contribute to the continuous improvement of the Cranfield Trust's services to charities.

We are committed to enabling charities to be effectively managed and to support people experiencing poverty, disability or social exclusion and are keen to find the right person to join our team. This role is part of the Operations Team. It will work alongside the Projects Coordinator and closely with our network of regional Project Managers, who look after consultancy projects throughout England, Wales and Scotland. You will also develop a close relationship with the volunteer network from within which the Volunteer Mentors come.

The right candidate will ideally have an excellent range of management skills, including the ability to work with the Chief Executives and Boards of local and regional charities to help them address their mentoring needs through the support of our volunteer consultants.

You will need to have excellent relationship and influencing skills, to be able to write clearly and produce well defined mentor / mentee assignment briefs, and to present the Trust's work confidently to potential supporters and partners, whether they are individuals or organisations.

The **Mentoring Programme Coordinator** will report to the Head of Consultancy. As well as their role they will learn the role of the Projects Coordinator so that the two can mutually support each other when necessary, for example, during holidays. We are therefore looking for a flexible, adaptable team player.

Cranfield Trust has a number of strong partnerships with grant making trusts and foundations. We have worked with many of our current funders for many years, and we often work together, offering programmes of support to charities receiving funding from a foundation, and management support from the Trust. The role will look to support all mentoring assignments whether independent or within programmes of work.

Please get in touch if you share our commitment to vital, frontline charities. The role is home-based but may include travel around the region to meet our volunteers and clients and to our Head Office in Romsey for team meetings and working together.

We are committed to supporting you, your wellbeing and development, to ensure you enjoy working with us. We offer 25 days / 187.5 hours pro rata plus Bank Holidays, a pension scheme, and opportunities for training and personal development.

**Closing date: Thursday 21 October 2021**

## Role Description

<b>Role: Mentoring Programme Coordinator</b>
<b>Location: London and South East preferred but not essential - other locations will also be considered</b>
<b>Reports to: Head of Consultancy</b>
<b>Main Purpose of Role</b> <b>To manage Cranfield Trust's mentoring activities, working with volunteers and charities to ensure that mentoring relationships are successful, providing support to charity leaders. To work with other members of the Trust's team, developing and supporting the Trust's operations overall.</b> We are looking for experience of managing leadership development programmes. Experience gained from mentoring programmes would be ideal but training will be provided. The person will be responsible for processing mentee applications and matching to an appropriate and available mentor. Once matches are set-up, the Mentoring Programme Coordinator will monitor progress and manage their tasks. They will need strong people skills and be willing to learn and comfortable to use our Salesforce system. This is a client facing role and requires a person who is highly methodical and organised as well as enthusiastic and comfortable representing the Trust and raising awareness of all our services.

**Key Objectives:**

To take ownership of the mentoring programme – making matches between volunteer mentors and charity mentees, monitoring these and reporting on progress

To oversee these mentoring assignments from start to successful completion, and to collect and evaluate feedback

To ensure all Mentoring Programme data is clean and accurate in Salesforce and to use Mentor dashboards to monitor progress

To establish and build positive relationships with volunteer mentors

To attend and eventually facilitate mentor reflective exchanges

To identify and develop opportunities to contribute to the development of the Trust

As and if required, to increase the number of active appropriately skilled volunteer mentors to meet demand.

Our mentoring offer has an associated training element which the Mentoring Programme Coordinator will need to complete, maintain and manage. The person will be keen to develop this programme with support from the Head of Consultancy.

There are monthly reflective sessions for mentors which the Mentoring Programme Coordinator will need to attend until a point where they are comfortable to lead these.

**Key Responsibilities****Mentoring Programme Coordination**

- Working with charity clients to scope mentoring assignments
- Identifying, appointing, briefing and managing appropriate volunteer mentors
- Monitoring and supporting mentoring assignments through to successful completion
- Collecting feedback and actioning issues arising from assignments
- Keeping Salesforce data current and up to date. Salesforce is the key system used by the Trust for managing its operations, this role will rely on good use of Salesforce

**Team Work**

- To learn the key tasks associated with the Project Coordinator's role and to coach the Project Coordinator in the Mentor Programme Coordinator role so that both can work together symbiotically
- As part of the Operations team, to develop strong working relationships across the team, and a good understanding of other services
- To work with the Head of Consultancy on any special mentoring projects as and when necessary
- To provide performance data for quarterly Board meetings
- To develop the Trust's mentoring programme through arranging training for further mentors, improving and enhancing the mentoring activity at Cranfield Trust

**Additional Responsibilities (as and when required)****Developing and Representing the Trust**

- Working with voluntary sector bodies and networks to raise the profile of the Trust, and promote its services to charities and other non-profits

- Contributing to the overall reporting and knowledge base of the Trust, through collecting information on and analysing work around the mentoring programme
- To happily attend Trust events and represent the Trust when necessary

#### Recruiting and Co-ordinating Volunteers

- Identifying organisations and networks which can assist with attracting and recruiting appropriately skilled mentor volunteers
- Recruiting and communicating with volunteers, to build good relationships and a volunteer network that promotes the work of The Trust
- Managing mentor volunteers to deliver a high-quality consultancy service

## Person Specification

<b>Professional Experience</b>	
Building and developing professional relationships	Essential
Managing and developing programmes of work	Essential
Developing and implementing evaluation systems	Desirable
Using a CRM system, ideally Salesforce	Desirable
Managing volunteers	Desirable
<b>Knowledge &amp; Qualifications</b>	
Knowledge of the voluntary sector	Desirable
Understanding of management issues in smaller organisations	Desirable
Experience in mentoring and or coaching	Desirable
<b>Aptitude, Skills and Competencies</b>	
Analytical mind with excellent data collection and analysis skills, with excellent attention to detail	Essential
Able to collect and assess information to inform decisions	Essential
Excellent communicator at individual and group levels, written and verbal communications	Essential
Effective influencing and presentation skills	Essential
The ability and willingness to undertake administrative tasks, managing information and processes with attention to detail	Essential
Highly organised, with the ability to maintain multiple activities in parallel	Essential
Good literacy, numeracy and IT skills, proficient in Excel	Essential
Ability to produce professional Powerpoint presentations	Essential
Proven communication and interpersonal skills	Essential
Client focused, service oriented	Essential



Behaviours (including circumstances)	
Self-motivated, and able to work independently, setting and achieving personal goals and targets	Essential
Ability to meet deadlines and work calmly under pressure	Essential
Determined and committed to high quality standards	Essential
Willingness to work positively in a team environment and uphold the charity's values	Essential
Strong on acknowledging stakeholders, reflecting the ethos of the Trust	Essential
A genuine passion to see Cranfield Trust succeed in its objectives	Essential
A helpful, happy and kind person keen to help others	Essential
Keen to identify your own job-related development and training needs	Essential

### Summary of terms and conditions of employment

This is a part-time, permanent post.

**Salary:** £30,000 (pro-rata) plus 3% employer pension contribution

**Location:** Home-based, with travel to occasionally meet client charities, volunteers and other meetings as necessary and once Covid restrictions allow.

**Hours of work:** The post holder will be employed full-time for 37.5 hours per week. A 4 day a week role may be considered for an exceptional candidate and job share will also be considered.

**Annual leave:** Annual entitlement of 33 days / 247.5 hours (on a pro rata basis for part-time staff) inclusive of Bank/Public Holidays. The office is closed during the Christmas break and annual leave must be taken during this time.

**Probationary period:** There will be a six-month probationary period.

**Policies and procedures:** We have policies designed to ensure the safety and well-being of both workers and volunteers e.g. health and safety.

## Recruitment and Selection Process

### How to apply for this role:

If you are interested in joining us, please send a CV and a cover letter, which should outline why the role is of interest to you and your suitability as a candidate for the role. Please send this by email to [recruitment@cranfieldtrust.org](mailto:recruitment@cranfieldtrust.org) no later than **Thursday 21st October 2021**. For ease of reference, please write your name and the job role you are applying for in the subject line of your email.

We will schedule first-round interviews during October.

To discuss the post informally, please contact **Alice Dabrowska** via [recruitment@cranfieldtrust.org](mailto:recruitment@cranfieldtrust.org)

Cranfield Trust is an Equal Opportunities employer. This means that when carrying out our work and in the employment of staff to undertake this work, we will seek to ensure equality of treatment for all persons regardless of ethnicity, gender, age, marital status, disability, religion, sexual orientation, or economic status.

### Pre-employment checks:

We will require a minimum of two appropriate references and will check original documents proving your qualifications, identity, and right to live and work in the UK before you can start work with us. You will be asked to provide details of any unspent criminal convictions.

### References

References should be your present and last employer. They should have had either managerial or supervisory responsibility for your work, and not be colleagues, subordinates or friends. Referees will be provided with a copy of the job description and person specification for the vacancy. Cranfield Trust will only approach your referees once an offer of employment has been made.

### How we use your personal information:

The information which we gather from you during the recruitment and selection process is retained and processed in accordance with the provisions set out by the General Data Protection Regulation (EU) 2016/679 (GDPR) and any national implementing laws, regulations and secondary legislation, as amended or updated from time to time, in the UK, as well as any successor legislation to the GDPR and Data Protection Act 1998.

Please note that by submitting an application for employment, you are also agreeing to the Cranfield Trust processing such information as may be necessary to assess your application, provided that proper regard is had to the data protection principles in force and in accordance with our Privacy Notice in respect of Employees, Workers and Contractors (see attached).

If your application is successful, the information you provide will be retained and will form part of your personnel file. If you are not offered work with the Cranfield Trust, all documentation related to your application will be confidentially destroyed after a period of six months.

## Equal Opportunities Monitoring Form

### PRIVATE AND CONFIDENTIAL

Cranfield Trust welcomes applications from all parts of the community. The Trust operates an Equal Opportunities Policy and no person will be discriminated against whilst seeking employment or during such employment with the Trust on the grounds of any protected characteristics such as age, disability, ethnic origin, gender, marital status, political allegiance, race, religious belief, sexual orientation, responsibility for dependants, or unrelated spent criminal convictions.

The following information will be kept strictly confidential and stored separately from the application form before short-listing takes place. It will not form any part of the recruitment process or decision to appoint and will be used to provide data for monitoring purposes only.

You may choose to leave any or all questions unanswered.

POST APPLIED FOR:			
FULL NAME:			
AGE:		DATE OF BIRTH:	
GENDER (Please circle/cross out as appropriate):	MALE/FEMALE/ TRANSGENDER/ OTHER (Please specify) _____	IS THIS THE SAME GENDER YOU WERE ASSIGNED AT BIRTH?	<input type="checkbox"/> Yes <input type="checkbox"/> No (please tick/double click to select)
MARITAL STATUS (Please circle/cross out as appropriate):	MARRIED/CIVIL PARTNERSHIP/SINGLE/DIVORCED/LIVING WITH PARTNER/OTHER		
DO YOU HAVE RESPONSIBILITY FOR DEPENDANTS (e.g. children, elderly, or any other person for whom you are the main carer)?	<input type="checkbox"/> CHILDREN <input type="checkbox"/> ELDERLY <input type="checkbox"/> OTHER <input type="checkbox"/> NOT APPLICABLE		
DISABILITY Do you consider yourself to have a physical and/or mental impairment as defined by the Equality Act 2010/ Disability Discrimination Act 1995 (NI)?	Yes <input type="checkbox"/> No <input type="checkbox"/> (please tick/double click to select)  Please give details if you wish:		
ETHNIC ORIGIN How would you describe your identity?	<b>WHITE:</b> <input type="checkbox"/> BRITISH <input type="checkbox"/> ENGLISH <input type="checkbox"/> IRISH <input type="checkbox"/> SCOTTISH <input type="checkbox"/> WELSH OTHER (PLEASE SPECIFY): _____		

	<p><b>Continues on next page</b></p> <p><b>MIXED:</b></p> <p><input type="checkbox"/> WHITE AND BLACK CARIBBEAN</p> <p><input type="checkbox"/> WHITE AND BLACK AFRICAN</p> <p><input type="checkbox"/> WHITE AND ASIAN</p> <p>OTHER (PLEASE SPECIFY): _____</p> <p><b>ASIAN, ASIAN BRITISH, ASIAN ENGLISH, ASIAN SCOTTISH ASIAN IRISH OR ASIAN WELSH</b> (Delete as applicable):</p> <p><input type="checkbox"/> INDIAN</p> <p><input type="checkbox"/> PAKISTANI</p> <p><input type="checkbox"/> BANGLADESHI</p> <p>OTHER (PLEASE SPECIFY): _____</p> <p><b>BLACK, BLACK BRITISH, BLACK ENGLISH, BLACK SCOTTISH, BLACK IRISH, BLACK WELSH</b> (Delete as applicable):</p> <p><input type="checkbox"/> CARIBBEAN</p> <p><input type="checkbox"/> AFRICAN</p> <p>OTHER (PLEASE SPECIFY): _____</p> <p><b>CHINESE, CHINESE BRITISH, CHINESE ENGLISH, CHINESE SCOTTISH, CHINESE IRISH, CHINESE WELSH</b> (Delete as applicable):</p> <p><input type="checkbox"/> CHINESE</p> <p>OTHER (PLEASE SPECIFY): _____</p> <p><b>OTHER ETHNIC ORIGIN:</b> (PLEASE SPECIFY): _____</p>		
RELIGION/CULTURAL BACKGROUND	<p><input type="checkbox"/> NONE</p> <p><input type="checkbox"/> CHRISTIAN</p> <p><input type="checkbox"/> BUDDHIST</p> <p><input type="checkbox"/> HINDU</p> <p><input type="checkbox"/> JEWISH</p> <p><input type="checkbox"/> MUSLIM</p> <p><input type="checkbox"/> SIKH</p> <p>OTHER (PLEASE SPECIFY): _____</p>		
WHERE DID YOU SEE THIS POST ADVERTISED?			
SIGNATURE (not required)		DATE:	

**Thank you for taking the time to complete this form.**

**PLEASE RETURN COMPLETED EQUAL OPPORTUNITIES FORM TO:**

**[recruitment@cranfieldtrust.org](mailto:recruitment@cranfieldtrust.org)**