



Job Title: Manager, Europe Mentorship Programs

Joint Reporting: Senior Manager, Global Mentorship Programs & Deputy Director, Europe

Based in: Remotely-based in Europe (with preference for the Netherlands, the UK, Germany, or Spain and the ability to work standard hours in Central European Time or Greenwich Mean Time)

About the Tent Partnership for Refugees:

With more and more refugees displaced for longer periods of time, businesses have a critical role to play in helping refugees integrate economically in their new host communities. The Tent Partnership for Refugees mobilizes the global business community to improve the lives and livelihoods of more than 36 million refugees who have been forcibly displaced from their home countries. Founded by Chobani's founder and CEO Hamdi Ulukaya in 2016, we are a network of over 300 major companies committed to including refugees. Tent believes that companies can most sustainably support refugees by leveraging their core business operations and hiring, training, and mentoring refugees. The full list of Tent members can be found [here](#). Find out more at www.tent.org.

About the role:

Over the past two years, Tent has set up and run structured professional mentorship programs tailored to specific refugee populations that are in particular need of assistance, along with dedicated guidebooks and trainings for enlisted mentors from our corporate members. Currently, in Europe, Tent has a mentorship program focused on LGBTQ refugees in the United Kingdom and Germany – which, together, enlist employees from 20+ major companies to mentor nearly over 1,000 LGBTQ refugees. Tent has also launched a program for refugee women, including refugee women from Ukraine, in Europe with 30+ companies committing to mentor over 1,500 refugee women, which is poised to expand significantly.

Tent is looking for an organized, enthusiastic, and bright Europe Mentorship Programs Manager to coordinate our mentorship efforts across Europe. This role will work closely with Country Directors across seven European countries and the Tent mentorship senior manager to provide operational support for our mentorship initiatives. This includes presenting webinar trainings to mentors from participating corporate partners and NGOs, sending communications every month to mentors and mentees participating in the mentorship programs, and working closely with the leads of each mentorship initiative to ensure a smooth implementation of the program. In addition, this role will also research, identify, and engage NGO partners to find refugee mentees across Europe, work with the Communications team to create materials for the mentorship programs, maintain the database of mentors and mentees participating in the programs and troubleshoot the matching process as needed, and design, distribute, and analyze feedback surveys to mentors and mentees after they complete the program.

The Europe Mentorship Programs Manager will report jointly to Tent's Senior Manager for Mentorship and Tent's Deputy Director for Europe. The role is ideally suited to someone 3-5 years of professional experience in project/program management and support.

Key Responsibilities:

- Coordinate with Tent Country Directors in Europe to provide operational support to Tent's existing mentorship programs
- Support Country Directors who are setting up new mentorship programs in Europe
- Support and build relationships with companies to guide them in implementing processes once they've signed on for specific mentorship programs
- Coordinate NGO outreach efforts in Europe and manage relationships to engage more NGOs to recruit refugee mentees
- Coordinate and conduct training sessions for mentors at companies
- Coordinate evaluation activities for participating businesses and refugee mentees
- Draft materials and resources for mentors and mentees
- Respond to company, mentor, and mentee inquiries relating to mentorship
- Ensure the European mentorship programs are on track to meet timelines and goals
- Assist to draft and update mentorship program guidebooks in partnership with other organizations

Essential Skills & Experience:

- Bachelor's degree required
- Must be fully fluent in English speaking and writing



- Excellent organizational and project management skills
- Confident presentation skills to convey information visually and persuasively
- Strong writing abilities
- Ability to practice empathy and of working with people with different lived experiences and backgrounds
- Strong communication and interpersonal skills to build relationships with a variety of stakeholders
- Ability to think analytically and work effectively through challenges as they arise
- Attention to detail and commitment to accuracy

Preferred Skills & Experience:

- Spoken and written fluency in other languages (such as Spanish, French, or German) highly desirable
- Familiarity with business issues (e.g., employee retention and engagement, diversity and inclusion, employee support systems)
- Experience in coordinating mentorship or volunteer programs at a company or non-profit
- Prior experience with Microsoft Power Platform (Power Automate, Power Apps, and Power Pages especially) or comparable platforms
- Knowledge of livelihoods needs of refugees

Desired Qualities:

- A willingness to roll up your sleeves and tackle new challenges
- A hard worker willing to go above and beyond to deliver high-quality work
- A positive, energetic, and collaborative mindset
- Ability to make decisions in a changing environment and comfortable operating in gray areas
- A quick learner and able to get up to speed quickly on new topics
- Ability to work in a fast-paced environment and manage shifting priorities

To apply:

Please email your CV and a short cover letter to careers@tent.org. If your background is a fit, we will be in touch.

We encourage you to apply even if your experience is not a 100% match – what we've listed are guidelines, not hard and fast rules. Tent will consider people from a variety of backgrounds and career experiences.

Tent is an equal opportunity employer. Tent will not discriminate against any applicant for employment on any basis including, but not limited to: race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, veteran status, marital status, predisposing genetic characteristics and genetic information, or any other classification protected by federal, state and local laws. We are dedicated to ensuring that individuals with disabilities are provided reasonable accommodation to participate in the job application or interview process, to perform essential job functions, and to receive other benefits and privileges of employment. Please contact us to request accommodation.