

Job Title: Senior Manager, Global Mentorship Programs

Reporting: VP, Americas & Global Strategy and Director, United States

Based in: North America (broadly)

Salary: The NYC-based salary range for this full-time position is \$100,000-120,000. Our salary ranges are determined by location, work experience, and the role.

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 designed structured mentorship programs tailored to specific refugee populations that are in particular need of assistance, along with dedicated guidebooks and training for enlisted mentors from our member companies. Tent initially launched its mentorship initiative with a program focused on LGBTQ refugees in North America, and has since expanded it to the United Kingdom and Germany – enlisting employees from over 50 major companies to mentor nearly 3,000 LGBTQ refugees. Tent has also launched a program for refugee women in Europe with 25 companies committing to mentor 1,250 refugee women.

In 2023, Tent will launch three new refugee mentorship programs in the U.S.- the first will pair Afghan refugees with mentors from veterans' employee resource groups (ERGs); the second will pair refugee women with mentors from women's ERGs; and the third will pair Hispanic refugees with mentors from Hispanic ERGs.

Tent is looking for a strategic, methodical, and experienced Mentorship Programs Senior Manager to oversee all aspects of developing, implementing, and sustaining Tent's mentorship programs, with particular focus on setting up Tent's three new U.S. programs, strategizing with Tent's internationally-based country directors on how to set up new programs in other countries, and providing overarching strategic review of Tent's mentorship work to ensure it drives maximum impact. The Mentorship Programs Senior Manager will ensure program quality and performance, gain insights into best practices for mentorship programs through research and learnings from organizations with similar models, identify areas for systemic and structural improvements across the mentorship programs and suggest/implement solutions, and help to develop ways to measure impact of the mentorship programs.

The Mentorship Programs Senior Manager will jointly report to the VP, Americas & Global Strategy and the Director, United States. The role is ideally suited to someone with 7-15 years of professional experience engaging with mentorship opportunities in the workplace, ERGs, and/or global program management.

Key Responsibilities:

U.S. Programs (50%)

- Coordinate all mentorship programs in the U.S., including the three new mentorship initiatives in 2023 and the existing LGBTQ refugee mentorship program.
- Manage calendar for U.S. mentorship programs and ensure deadlines are realistic, keeping an eye on bandwidth and what else is happening at the same time for Tent
- Collaborate closely with the U.S. team to strategize which businesses to approach about mentorship as the programs continue
- Build relationships with companies to guide them in implementing systems and processes once they've signed on for the mentorship programs
- Coordinate NGO outreach efforts and manage relationships to engage NGOs to recruit refugee mentees
- Coordinate and execute training sessions and evaluation activities for participating businesses and mentees
- Assist to develop and update mentorship program guidebooks in partnership with other organizations
- Produce materials and resources that would benefit the mentors and mentees participating in Tent's mentorship programs



- Represent Tent at U.S. events where the focus is on mentorship or our approach to supporting refugees through mentorship
- Establish and continuously refine processes for recruiting and signing up both mentors and mentees, pairing mentees and mentors, and getting feedback from all stakeholders involved
- Support in feedback survey design and assessment of responses
- Collaborate with the U.S. team on other projects as they arise

Global Mentorship Initiatives (50%)

- Continuously identify areas for systemic and structural improvement across all mentorship programs and suggest solutions that can be applied throughout the programs
- Assess how Tent can best track impact metrics for the global mentorship programs, and put systems in place to track impact
- Keep an eye on how all mentorship programs are progressing and identify challenges that need to be addressed in a timely fashion
- Manage calendar for global mentorship programs and ensure deadlines are realistic, keeping in mind bandwidth of the team and what else is happening at the same time for Tent and country directors
- Coordinate with Tent Country Directors on existing mentorship programs, and provide strategic guidance to Country Directors who are setting up new mentorship programs in North America, Europe and Latin America based on refugee needs and the business context in each market
- Represent Tent at global events where the focus is on mentorship or our approach to supporting refugees through mentorship

Essential Skills & Experience:

- Bachelor's degree required
- 7-15 years of work experience, ideally in program management at a global scale
- Deep program or project management experience, with the proven skill to think and work on both the forest (broad strategy) and the trees (details)
- Expertise in coordinating, designing, or leading mentorship or volunteer programs at a large company or non-profit
- Ability and experience to practice empathy and of working with people with different lived experiences and backgrounds
- Strong communication and interpersonal skills that allow you to build relationships with a variety of stakeholders and work effectively through challenges as they arise
- Conscious and inclusive leadership abilities with a comfort in talking about diversity and inclusion topics
- Presentation skills to convey information visually and persuasively
- Attention to detail and commitment to accuracy
- Excellent time-management and prioritization skills
- Must be fully fluent in English speaking and writing
- Strong proficiency in Spanish speaking and writing

Preferred Skills & Experience:

- Familiarity with business issues (e.g., employee retention and engagement, diversity and inclusion, employee support systems)
- Prior experience with Microsoft Power Platform (Power Automate, Power Apps, and Power Pages especially)
- Knowledge of livelihoods needs of refugees
- Spoken and written fluency in other languages (French or German) desirable

Desired Qualities:

- A strategic and structural mindset, with the ability to find opportunities proactively and solve problems independently
- A willingness to roll up your sleeves and tackle new challenges
- A positive, energetic, and collaborative mindset
- An innovative thinker, with a track record of translating thinking into action plans and output
- Ability to make decisions in a changing environment and comfortable operating in gray areas

**To apply:**

Please email your resume and 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.