

Job Title: Specialist, Europe Mentorship Programmes
Supervisor: Senior Manager, Global Mentorship Programmes
Based in: Poland (Remote, Full-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 communities. Tent was launched in 2016 by Hamdi Ulukaya, the CEO and founder of Chobani – a multibillion dollar food company in the U.S. – to mobilize global businesses to fill this gap by helping connect refugees to work. Today, Tent is a network of over 400 major companies committed to hiring, training, and mentoring refugees. Find out more at www.tent.org.

About the role:

Tent is expanding its professional mentorship programmes for refugees in Europe. Tent currently has a programme for refugee women across Europe, including for refugee women from Ukraine, with 60+ companies committing to mentor nearly 2,000 refugees – this programme is poised to expand significantly. Tent also has a mentorship programme focused on LGBTQ refugees in the United Kingdom and Germany – which, together, enlist employees from 30+ major companies to mentor over 1,000 LGBTQ refugees.

Tent is looking for an enthusiastic, operational, and highly organized Europe Mentorship Programmes Specialist to coordinate our mentorship efforts across the continent. This role will work closely with Tent staff across a number of European countries as well as the Senior Manager for Global Mentorship Programs (based in NY) to provide operational support for all of our mentorship programmes in Europe. This includes matching mentors and mentees, maintaining Tent's internal mentorship database, and ensuring Tent staff have what they need to support and scale mentorship at the country-level. This role will also be responsible for directly supporting participating companies, mentors and mentees; this includes answering daily email inquiries, facilitating check-in calls, and developing programme resources and communications.

The Europe Mentorship Programmes Specialist will report to the Senior Manager for Global Mentorship Programmes. The role is ideally suited to someone with 3-5 years of professional experience in project/programme management and support.

Key responsibilities:

Operational Support for Mentorship Programme in Europe (50%)

- Provide operational support to Tent's existing mentorship programmes in Europe, including matching mentors and mentees
- Support the tracking, analysis, and reporting of Tent mentorship across Europe
- Coordinate with the Senior Manager to ensure the European mentorship programmes are on track to meet timelines and goals; update the team regularly on programmatic progress
- In collaboration with country teams and the Senior Manager, manage the creation -- and as needed -- the translation and distribution, of mentorship programme updates and reminders to companies, NGOs/other partner organizations, and mentor-mentee pairs in Europe
- In collaboration with the Tent communications team, produce materials and resources to 1) support Tent staff in Europe with mentor and mentee recruitment efforts and 2) educate/support mentees and mentors participating in the mentorship programmes
- Ensure all programme materials are organized, updated, and standardized across Europe

Relationship Support for Participating Companies, Mentors, and Mentees (50%)

- Provide ongoing support and guidance to company mentorship coordinators across Europe who are responsible for implementing the Tent mentorship programme at their companies
- Manage European mentorship inquiries from prospective and existing mentors and mentees
- Help fulfill one-off requests from companies, such as requests for Tent-led mentor trainings or mentor recruitment events

Additional responsibilities:

- Surface key trends and areas for improvement for mentorship across Europe; make programmatic recommendations to Senior Manager
- Support the planning and execution of European events where the focus is on mentorship

Mandatory skills/experience:

- Bachelor's degree required
- Must be fully fluent in English speaking and writing
- Must be fully fluent in an additional language used in Europe, ideally in Polish, German, Spanish, or French
- Strong, proven organizational and project management skills with the ability to manage multiple activities in a fast-paced environment
- Excellent written communication
- Strong presentation skills
- Strong interpersonal skills to build relationships with a variety of internal and external stakeholders
- Ability to practice empathy and of working with people with different lived experiences and backgrounds
- Ability to think analytically
- Ability to work effectively through challenges as they arise
- Attention to detail and commitment to accuracy
- Basic knowledge of Excel or a similar tool, with intermediate or advanced skills highly desirable

Preferred skills/experience:

- Spoken and written fluency in other European languages (such as Polish, Spanish, French, or German)
- Experience in coordinating mentorship or volunteer programmes at a company or non-profit
- Familiarity with business, especially HR, issues (e.g., employee retention and engagement, diversity and inclusion, employee support systems)

Desired qualities

- Comfort in a fast-paced role with a relatively small, ambitious, and growing organization (with the opportunities and challenges that come with that)
- Enthusiasm to receive frequent feedback from hands-on leadership
- 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
- Ability to make decisions in a changing environment and comfortable operating in gray areas
- Excellent critical and analytical skills
- A direct and open style of communication
- A strategic operator, with the ability to find opportunities proactively and solve problems independently

- An innovative thinker, with a track record of translating thinking into action plans and output
- Intellectually curious, with a thirst for learning
- Available for occasional international and national travel

To apply:

Please email your CV and a short cover letter to careers@tent.org as quickly as possible as applications will be reviewed on a rolling basis. If your background is a fit, we will be in touch.

Even if your experience is not a 100% match, we encourage you to apply. What we've listed are guidelines, not hard and fast rules. Tent will consider people from a variety of backgrounds and career experiences. We specifically encourage those with lived experience as a refugee to join our team.

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.