

Job title: Specialist, Mentorship, Europe
Reports to: Senior Manager, Global Mentorship Programs
Based in: Warsaw metropolitan area

To apply, please send the English version of your resume and cover letter to careers@tent.org. If your background aligns with our needs, a member of our team will be in touch.

About Tent Partnership for Refugees:

With more and more refugees displaced around the world for longer periods of time, businesses play a critical role in helping refugees integrate economically in their new communities. The Tent Partnership for Refugees was launched in 2016 by Hamdi Ulukaya, the CEO and founder of Chobani – a multibillion dollar food company in the U.S. – to mobilize leading businesses to help connect refugees to work. Today, Tent is a global network of over 500 major companies committed to hiring, training, and mentoring refugees. Find out more at www.tent.org.

About the role:

Tent is looking for a highly motivated, operational, and analytical professional with outstanding project management skills to assume the role of a Mentorship Programs Specialist and coordinate our mentorship efforts across Europe. This role will work closely with Tent staff across a number of European countries, as well as the Senior Manager for Global Mentorship Programs to provide operational support for all of our mentorship programs—dedicated to women and LGBTQ+ refugees—across the continent. This includes matching mentors and mentees, maintaining Tent's internal mentorship database, and ensuring Tent staff receive the support they need in order to scale mentorship initiatives at a country-level. This role will also be responsible for supporting participating companies, mentors and mentees; this includes answering daily email inquiries, facilitating check-in calls, and developing program resources and communications.

Key responsibilities:

Mentorship Program Management for Europe

- Oversee mentorship program operations by managing matching of mentors and mentees and ensuring Tent's mentorship platform and tracking tools are accurate and up to date.
- Drive tracking, analysis, and reporting of Tent's mentorship programs across Europe, helping surface data-informed insights to strengthen program delivery and impact.
- Ensure the European mentorship programs 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 development, and as needed, the translation and distribution of mentorship program updates and reminders to companies, NGOs/other partner organizations, and mentor-mentee pairs in Europe
- In collaboration with the Communications team, project manage the development of program materials and resources that Tent's brand and drive consistency across countries, including:
 - Materials to help Tent staff with mentor and mentee recruitment efforts

- Resources to educate/upskill current mentee and mentor participants
- Provide ongoing support and guidance to company mentorship coordinators who are responsible for implementing the Tent mentorship programs at their companies
- Manage European mentorship inquiries from prospective and existing mentors and mentees, ensuring professional, timely communication that strengthens participant engagement and satisfaction.
- Help fulfill one-off requests from companies, such as requests for Tent-led mentor trainings or mentor recruitment events
- Surface key trends and areas for improvement for mentorship programs across Europe; make programmatic recommendations to the Senior Manager
- Support the planning and execution of European events focused on mentorship initiatives

Essential skills/experience:

- Bachelor's degree
- 3-5 years of relevant professional experience in program coordination, project management, corporate social responsibility, diversity and inclusion, learning and development, and/or human resources; ideally in multinational companies and/or non-profit organizations
- Complete fluency in English and another European language (Polish, Dutch, French, German, Spanish, and/or Swedish)
- Proficiency with MS Word, MS Excel, Google Workspace, and/or Sharepoint
- Strong, proven project management skills with the ability to manage multiple activities and stakeholders in a fast-paced environment
- Excellent planning, prioritization and organizational skills
- Excellent written communication
- Outstanding interpersonal skills to build relationships with a variety of internal and external stakeholders
- Ability to keep track of and juggle multiple priorities and to meet deadlines with accuracy and attention to detail

Preferred skills/experience:

- Experience in coordinating mentorship or volunteer programs at a multinational company or a non-profit organization is highly desirable
- Knowledge of policy issues affecting refugees in Europe is helpful, but not essential
- Familiarity with customer relationship management tools (e.g., Salesforce, HubSpot) is a plus

Desired qualities:

- Comfortable working independently in a relatively small, ambitious, and growing organization (with the opportunities and challenges that come with that)
- 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
- Openness to feedback
- Willingness and ability to travel from time to time within and outside Poland

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.