



Job Title: School Programme Impact Officer
School locations: HA1 2JG - 2 days school based
Training location: N1 9JP - 1 day per week (*with some working from home*)
Contract: Permanent
Working schedule: Term-time working (except for the second half of August)
Hours: Part time, for 3 days per week. Working hours are 8:00-4:30, Monday to Friday - 0.6 of Full time
Working Fridays is essential; the other days are flexible
Department: Programme
Responsible to: Programme Manager
Responsible for: Programme delivery in school, line managing our volunteer mentors
Start date: September 2026

About City Year UK

City Year UK is a youth and education charity which empowers diverse 18 to 25-year-olds to tackle educational inequality through a year of full-time volunteering in schools. As mentors, tutors and role models in schools, our volunteers support children who are furthest away from opportunity in the UK.

Our City Year mentors are integral to the school day. Using our evidence-based student success coaching model, our mentors enable children to grow, whilst they grow themselves too. Embarking on a structured Leadership and Development programme of their own, they leave as leaders, committed to social change and ready to pursue their career.

Watch our latest 'Day in the life of a City Year mentor' video to learn more:

 [A Day in the Life of a City Year Mentor.](#)

City Year was first established in Boston, Massachusetts, in 1988 and operates in 29 cities across America, as well as Johannesburg in South Africa. This year marks City Year UK's 15th anniversary. Launched in London back in 2010, our organisation has since expanded in the West Midlands in 2013, followed by Greater Manchester in 2015.

Since 2009, City Year UK has trained and supported over 1,800 young adults to coach and mentor over 17,000 pupils in need of extra help and contributed to a positive learning environment for over 136,000 children.

Learn more here: [City Year UK celebrating 15 years of tackling educational inequality](#)

Overview of the role

The Impact Officer is based predominantly in a school (Monday to Thursday) and is the primary link between our partner schools and the City Year UK (CYUK) programme. The Impact Officer is the enabler of the programme delivery. This is achieved by supporting a team of volunteer mentors, who support school activities. Impact Officers coordinate, manage and evaluate the programme.

The volunteer mentors also complete a Leadership and Development programme (delivered most Fridays during term-time) over their year of service. Impact Officers work with them on a professional development plan to chart their continuous professional development and prepare them for employment.

The Impact Officer plays a key role in the engagement, training and retention of Volunteer mentors. They have pastoral oversight for the team and their relationships with those they come into contact with (children, parents, education professionals, funders, members of parliament and other stakeholders).

Location

The Impact Officer is primarily a school-based post from Monday to Thursday and is office-based on most Fridays. See locations above.

Job Description

Main Duties and Responsibilities

Volunteers

1. To model CYUK culture and standards of high performance to impact volunteer engagement and pupil attainment.
2. Maintain morale, motivation and professionalism with the team by role modelling behaviour.
3. To ensure that the year of service experience is a positive and challenging one, and that volunteers complete the programme
4. To contribute to the delivery of training sessions to both small groups and the whole cohort of CYUK Volunteer Mentors as part of the CYUK Learning & Development programme.
5. To train, support and develop volunteers. Preparing them for their careers, employability skills, personal development and civic leadership working under the direction of the Programme Manager.
6. To provide effective line management of Volunteer Mentors using the CYUK Personal Development Plans
7. To provide regular one-to-ones and team meetings with volunteers to discuss progress against the desired impact associated with pupil progress and performance.

Impact

8. To keep our customer relationship system updated with full and accurate school information, leadership development, school service, pupil, focus list and enrichment activity information,
9. To work collaboratively with the Data Systems team and other members of staff in the collection and compilation of data used in the evaluation of programme impact.
10. To monitor and evaluate the effectiveness of interventions, activities and campaigns through the use of quantitative and qualitative means to inform the impact of the programme both on students and volunteer mentors.
11. To work with schools to provide adequate and timely access to pupil data
12. To report on CYUK's impact on pupil attendance, behaviour and curriculum attainment in partnerships with the data team

School

13. To build a deep partnership between the school and CYUK. Ensure effective communication, agree on objectives and competently problem solve on the programme.
14. To discuss and identify the school's requirements, build strong relationships and make CYUK integral to school activity.
15. To deliver CYUK's Whole School Whole Child model, ensuring volunteer mentors understand their role as near-peer mentors.

16. To proactively engage school leaders and respectfully implement the CYUK programme, utilising the team appropriately to support both school and City Year objectives and values.
17. To use CYUK's portfolio of initiatives to identify solutions that meet the requirements of the schools and effectively communicate the value of our programmatic interventions
18. To work in collaboration with the National School Partnerships team to achieve partnership renewal.
19. To negotiate with the school/s regarding the details and schedule of delivering the campaign and the appropriate deployment of the CYUK team in and outside of the schools;

Organisational

20. To promote the vision, mission and values of CYUK and the strategy that directs our work
21. To resolve matters appropriately and escalate serious concerns to senior staff.
22. To ensure that the children and vulnerable adult safeguarding policies and procedures are followed and to direct volunteers who have safeguarding concerns to the Designated Safeguarding Officer;
23. To apply the Volunteer Mentors 'Conduct and Disciplinary Procedure', supported by the Programme Manager, lead meetings with Volunteer Mentors who fail to meet CYUK's standards;
24. To work closely with other departments to coordinate stakeholder engagement, e.g. school visits and volunteering opportunities.
25. To ensure that GDPR compliance is understood and embraced as a way of working and that 'Think Privacy!' is fully adopted by all Volunteer Mentors in your teams
26. To undertake any other reasonable tasks as required to support the organisation, your partner school, volunteers and your colleagues.

Additional Bullet Points for Senior Impact Officer Responsibilities

- Assist in coaching and supporting an additional team of volunteer mentors (corps members), fostering their personal and professional development through 1-2-1s, weekly training sessions, and team-building activities.
- Monitor and evaluate impact using data systems to inform continuous improvement and report progress to internal and external stakeholders.
- Contribute to regional strategy by leading on specific projects, such as mentor recruitment, training content design, or operational improvement initiatives.
- Provide coaching and developmental support to less experienced Impact Officers, acting as a role model for effective delivery and problem-solving.
- Collaborate with wider programme and leadership teams to improve retention, wellbeing, and progression outcomes for both mentors and students.

The successful post holder will actively follow all CYUK policies, including the organisation's Equal Opportunities policy and maintain an awareness and observation of Safeguarding policies, GDPR policies and Health & Safety regulations and policies. There may be other tasks and responsibilities determined by City Year UK's Senior Leadership Team at their discretion.

Person Specification

Knowledge, skills and qualities

Experience

Experience of working in a school or with schools	Desirable
Experience of supervising a team	Desirable
Experience of collating, analysing and reporting on programmatic work	Desirable

Skills and Knowledge

Excellent communication and interpersonal skills	Essential
Strong supervision skills, able to connect and communicate effectively with a broad range of stakeholders	Essential
Ability to understand school leadership priorities and an ability to represent CYUK in this context	Essential
Flexibility in approach to meet volunteers and pupils developmental needs	Essential
The ability to cope well with multiple demands and to ask for support in ambiguous situations	Essential
Ability to prioritise work to meet tight deadlines delegate appropriately and apply problem-solving skills effectively	Essential
Good IT knowledge and skills (essential), including Google Apps (desirable) and Salesforce (desirable)	Essential
A proactive attitude, with the ability to use initiative, and a professional manner and approach	Essential
Strong commitment to CYUK's mission and values	Essential

Diversity, Equity, and Inclusion (DEI)

Impact Officers are expected to foster an inclusive and fair culture across regional teams, ensuring diverse perspectives are valued and that the regional programme is accessible to volunteers from all backgrounds.

Terms and conditions

Contract:

This post is a permanent position. Newly appointed post-holders will be subject to a six-month probationary period. This post is available part-time (three days per week). Post-holders should be prepared to be flexible based on the needs of partner schools and their team(s) of Volunteer Mentors.

Holidays:

43 days of holiday leave per annum to be taken during each school holiday. There is a short period of compulsory training at the end of the summer holidays (mid/late August) where no leave is taken.

Location:

This post is predominantly based across CYUK's partner schools. However, from time to time, it may also involve occasional travel between the school to the local CYUK office and related sites of work. The exact location of the school post-holder will be determined by school partners and may be subject to change, but preferences can be expressed and will be accommodated as far as is possible.

Remuneration and benefits:

Full-time equivalent starting salary of £30,469 per annum. This role is part-time, 0.6 of the full-time role. A range of additional benefits is also available, including up to 5% employer-matched pension contribution, two paid volunteer days per year, development opportunities, interest-free travel and bike loans.

To Apply:

Please apply by uploading your CV and cover letter demonstrating your suitable experience, knowledge, skills and abilities.

The deadline for applications is **14th August 2026** - we will be interviewing applicants from 12th August 2026.

For more information, please visit: www.cityyear.org.uk

For more information on the legal and regulatory guidelines as outlined by the Charity Commission, please visit [here](#).

This post is subject to a DBS check.

City Year UK is committed to safeguarding and promoting the welfare of children.

City Year UK is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, transgender status, religion or belief, marital status, or pregnancy and maternity.