



Head of Operations and Mentoring

APPLICATION PACK

Please email completed application forms to: recruitment@lightuplearning.org

Application timeline:

Applications close: Monday 24 November 2025 (12 noon)

Interviews: Tuesday 2 December and Wednesday 3 December

Head of Operations and Mentoring

If you are passionate about young people and are committed to making a difference in their lives, we want to hear from you!

Are you passionate about redressing social inequality, and do you have a love of learning?

Would you like to join a supportive, inclusive, collaborative team?

Are you excited by the prospect of taking a leading role in helping a successful charity realise its ambition to expand its work throughout Scotland?

If so, Light Up Learning is looking for someone who is enthusiastic and driven as its full-time Head of Operations and Mentoring, leading a growing team of enthusiastic mentors, running the operations of the organisation, and reporting directly to the Board.

- Pay Grade: £31-35,000 per annum (depending on experience)
- Location: Edinburgh with regular travel across Edinburgh and the Lothians
- Hours: full-time, 37.5 hrs per week
- Leave: 37 days (including bank holidays)
- Probation: 3 months
- Pension: auto-enrolment

Background

Light Up Learning is a registered Scottish Charitable Incorporated Organisation, providing a unique form of one-to-one, interest-led mentoring for high school students in Edinburgh, the Lothians and the Borders who have experienced disadvantage. The organisation was founded in 2015 and now operates in partnership with 13 schools, with more lined up.

Light Up Learning aims to address both equality and access issues in education, and disengagement in the traditional classroom setting, by creating low-stress, supportive, and playful learning environments for young people who have experienced disadvantage. We place each student in charge of their own learning and give them the resources, opportunities, and contacts they need to achieve their potential. For more information on the organisation's history and mentors, and to read about the inspiring success of our mentees, please visit our website: www.lightuplearning.org.

Light Up Learning is in an exciting growth phase and we are looking to recruit a Head of Operations and Mentoring to lead our growing team to support our work in our existing schools and our expansion into new locations.

Role Description

Reporting to the Light Up Learning Board, and its Executive Chair, and working with the Founder, the Head of Operations and Mentoring is responsible for the day to day running of the organisation, heading up the staff team and leading in the growth of the mentoring programme to support more schools and young people. The role covers five key areas of responsibility: ensuring the ongoing quality of mentoring and the safeguarding of young people, providing support and line management to members of the staff team, assisting with fundraising and financial processes, building and maintaining connections with schools and other key partners, and playing an active role in the leadership team as they implement the charity's strategic plan.

As this post involves day to day management and supervision of staff that work with young people, you will be required to obtain PVG scheme membership through Disclosure Scotland if successful at interview. We will process this for you. Employment will be confirmed after successful completion of this and any other necessary checks including references.

Key Tasks

Programme Development and Quality:

- Develop our mentoring structures, processes and resources to make sure that they are robust and fit for purpose and ensuring best practice in mentoring is consistently maintained
- Lead on implementing the strategic growth of the organisation, to extend the number of mentees in our partner schools, and to extend the number of schools where LUL has a presence
- Together with the Head of Research and Development, monitor and develop evaluation and impact measurement processes for all mentoring activity and create an annual impact report
- Act as the Safeguarding Lead and Child Protection Officer for Light Up Learning and build the skills of the team, ensuring the safety and wellbeing of the young people we work with, through effective coaching, policy and training. (You will be provided with the training you need for this role.)

Team management:

- Together with the Founder, lead in the recruitment process for new mentors
- Provide training and support to incoming mentors: including a full induction and training plan, ensuring they are fully briefed on all LUL policies
- Provide leadership, support and line management to the Head of Research and Development and the mentors within the team.
- Assist in the development and evaluation of CPD for all staff

Partnership working:

- Lead on developing and maintaining relationships with schools, meeting regularly with key school staff members, and act as the representative for LUL in these arenas

- Along with the Founder and Board, develop and nurture relationships with relevant partner organisations and contacts, building our network
- Engage with LUL mentees, past and present, recognising their expertise and knowledge as stakeholders in our work

Finance and Fundraising:

- Work closely with the Board to create budgets, monitor spend and ensure services work within budget
- Oversee financial processes (internal and outsourced), including payroll, invoices, gathering information for the annual accounts and updating our financial databases
- Work with our Head of Fundraising to develop and maintain relationships with key donors, trusts and grants.
- Work closely with our fundraising consultants to create and maintain income streams for the charity

Leadership Team Responsibilities:

- Work closely with the Founder, Executive Chair and Board to build and strengthen the organisation as we grow.
- Take responsibility for delivering Light Up Learning's strategic plan
- Work with Trustees on the ongoing development of policy, practice and operational procedures to ensure best practice within the organisation
- Carry out any necessary administration tasks in relation to management of mentors, as well as other administration required within the organisation

Who are we looking for?

It could be you!

Above all, we are looking for someone with the right personal skills, and with enough experience, to be able to manage our lovely team of mentors, and also to take the organisation forward. So – if you have any of the attributes on the next page, do apply.

By the way, when you are thinking about your experience, remember that we are interested in all of your experience, including in any voluntary as well as paid work you have done. We are interested in you as a person, and as someone who can manage other people, and there are many ways in which you might have prepared for this role up to this point.

Personal qualities

	We are looking for some or all of the following ...
Personal attributes	<ul style="list-style-type: none"> • A real commitment to the aims and values of Light Up Learning • A demonstrable passion for working with young people and for learning • A forward thinking attitude, able to work closely with other roles in the organisation to build the Light Up Learning community in a collaborative, effective and sustainable manner • A desire to nurture and develop staff • A 'can-do' attitude and approach to achieve project goals • A demonstrable commitment to the values and enactment of equality, diversity and inclusivity • An open and friendly attitude, with good communication skills, comfortable talking about Light Up Learning to people from all walks of life
Experience, Knowledge and Expertise	<ul style="list-style-type: none"> • Demonstrable experience in communicating and building relationships with young people • Some leadership and/or management experience • Understanding of equalities issues • Understanding of what it is like to work and function in the third sector • Ability to manage and deliver multiple activities simultaneously and to prioritise a busy workload • Understanding of safeguarding in youth work and willing to undertake training to work as the organisation's Child Protection Officer • Experience of the Scottish school system • Experience of monitoring and evaluating the impact of activities and using this to inform decision making • Experience in developing and nurturing key partnerships • Experience in designing and/or delivering training • Some experience of fundraising, including building relationships with funders and writing grant applications
Education	<ul style="list-style-type: none"> • Recognised university and/or professional qualification, and/or experience which you could demonstrate is relevant to this role