



Job pack

Business Support Officer, England

Salary: £28,000 FTE (£22,400 pro-rata)
Contract: Part-time, 0.8 FTE (28 hours per week)
Location: Remote, home-based role with occasional travel within England

Welcome

A message from our Co-CEOs

Welcome, and thank you for considering a role with Career Ready.

You're exploring this opportunity at a particularly exciting time for us. We're continuing to strengthen our approach to supporting young people who face barriers to social mobility, helping them build the skills, confidence, and networks they need to thrive.

Your contribution will play a vital part in deepening our impact.

At Career Ready, you'll find a values-driven culture where colleagues feel empowered and know their work makes a lasting difference for young people.

Our programme also bring significant benefits to employers and their people — offering opportunities to develop skills, strengthen organisational culture, and contribute to something that transforms lives.

This partnership approach creates more confident young people, more connected communities, and more socially aware workplaces.

If you're passionate about our mission and have the experience and skills we need, we'd love to hear from you.

You'll find everything you need in this pack.

A few words from the Chair of our Youth Advisory Board

My journey with Career Ready began over a decade ago - in 2014, as a mentee. I'm passionate about social mobility and giving back, so after I graduated, I became a mentor myself.

As Chair of the Youth Advisory Board, I work with Career Ready colleagues to amplify young voices, drive positive change, and ensure that the charity continues to empower young people.

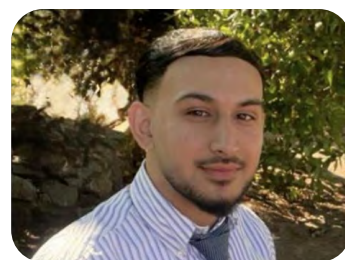
Career Ready gives young people the support and platform they need to reach their future goals.



Sian Robertson
Co-Chief Executive Officer



Anne Wexelstein
Co-Chief Executive Officer



Ansab Ahsan
Chair of the Youth
Advisory Board

We are Career Ready

Who we are

We are a social mobility charity at the heart of a network of employers, volunteers, schools, and colleges. We all work together to invest in young people, boosting their social mobility and unlocking their futures.

Why we exist

We believe that every young person should have the opportunity to achieve their potential in life. However, the futures of far too many young people are determined by their background, not talent. We exist to help change that.



What we do

In partnership with employers, we deliver a structured, high-quality programme that connects young people aged 16-18 with workplace experiences and support networks.

Each young person is provided with a professional mentor and paid, four-week internship at one of our partners, as well as taking part in a series of skills masterclasses and workplace visits.

Our programme makes a transformational difference, equipping young people with newfound skills, confidence, support networks, and insights.

Meet the team

[Watch the video](#) for a glimpse at what it's like to work at Career Ready.



Our values

Our values represent the core beliefs we hold as an organisation. They show how we work, and what we stand for at Career Ready.



Trust

We believe in our own, and others', ability to do our jobs well.



Empowerment

We feel confident and supported enough at work to take ownership of our role within the organisation.



Bravery

We face challenges with openness, honesty and positivity.



Collaboration

We work with colleagues across the organisation to achieve our goals.



Inclusion

We create an environment where everyone feels seen, valued and championed.



About the role

Position: Business Support Officer, England

Responsible to: Head of Programmes and Operations, England

Hours: 0.8FTE (28 hours per week)

Salary: £28,000 FTE (£22,400 pro-rata)

Role Purpose

This is a crucial administration, IT and customer service role in support of our programme delivery work in England. The Business Support Officer will ensure our data, processes, and systems are meticulously maintained, and that our range of stakeholders experience clear and timely communication and interactions.

The role is wide-ranging and central to our work: from supporting colleagues to responding to stakeholder queries.

Key responsibilities

As part of the Programmes & Partnerships Team in England, this role is crucial to ensuring quality programme experiences for all stakeholders:

- Career Ready Programmes team colleagues
- Employer partners
- Mentors and internship supervisors
- School and college staff
- Participating young people

Programme administration

- Support the England team to deliver all centrally managed aspects of the programme, consistently and comprehensively, ensuring managers meet deadlines.
- Collate and process information specific to each geographic area e.g. new mentor registrations; student registrations; student and mentor matching.
- Support the registration and on-boarding of new mentors via the user area of the Career Ready website (powered by our CRM system Salesforce), supporting and resolving troubleshooting requests.

- Administrate criminal background checks for new mentors on an annual basis ensuring all new mentors have DBS clearance before starting the programme.
- Ensure the stakeholder login area of the Career Ready website is up to date, alongside the central database CRM system, Salesforce, and other data management systems.
- Keep the annual calendar of events up to date in conjunction with Regional Managers.
- Review Programmes wide administration needs and work with the Head of Programme and Operations (England), Programmes Lead (England) to develop, improve, and implement solutions.
- Monitor and respond to programme inboxes as well as monitoring voicemails for the company phone line

Process delivery

- Work with the Head of Programme & Operations to review and improve plans for every aspect of the programme, developing relevant and helpful communications for stakeholders.

CRM database (Salesforce) and data management

- Update and maintain programme data in Salesforce and Excel ensuring it is accurate and:
- support the team with the input of data.
- liaise with the central digital team to create and run reports.
- manage accurate data collection and work with stakeholders to encourage swift submission of data.
- compile and provide key account reports to support the Programmes team with stakeholder engagement.

Events

- Support the team to deliver events, in person and via Microsoft Teams, which includes area specific launch events; mentor training and internship supervisor briefings.
- Assist with event planning by collating invitee details from databases, sending invitations and managing RSVPs; updating event running orders, identifying dates, managing venue bookings, and creating table plans.
- Attend events to support the team deliver engaging, quality experiences.

IT support

- Resolve technical problems and queries from stakeholders relating to the user area of the Career Ready website, with support from the Digital Team and Head of Programmes & Programme Ops.
- Work with the Programmes team to identify improvements to Salesforce and liaise with the Digital Team to implement changes.
- Develop and deliver training for the team to improve proficiency in Salesforce and Microsoft Office 365.

Stakeholder relationships

- There will be regular interactions by phone, email, and MS Teams to initiate and respond to stakeholder queries, directing to other team members where appropriate.
- The Programmes and Partnerships team work closely together to manage and steward our employer partnerships and the Business Support Officer may be required to provide administrative and co-ordination support to the Partnerships team on an as required basis.

Essential skills and experience

- Experience of Salesforce and high proficiency in using MS Office 365 (Word, Excel, PowerPoint and SharePoint); adept at learning new IT skills and software.
- Experience of event planning and management.
- Excellent administration, data management, reporting and analysis skills.
- Advanced attention to detail; an accurate and thorough worker with a systematic approach.
- Able to manage multiple priorities and deliver on targets.
- Excellent standard of written communication and able to use interpersonal and verbal communication skills for great interactions with others.
- A 'high standards' approach to all that you do.
- A pro-active, positive approach to work, with a willingness to take initiative and solve problems independently.

Desirable skills and experience

- Experience of using CoPilot.
- Experience of using MS Power Automate.

Additional information

This is a remote, homebased role, with occasional travel within England to support with events.

An Enhanced DBS check will be required for this role.

How to apply

Please apply with your CV and a cover letter through [Charity Job](#).

The closing date for applications is 9am on Wednesday, 3 June.

Working at Career Ready

Our benefits

Nurturing and rewarding talent is important to us. We offer the following benefits to all team members:

- 6% pension contribution to personal pension plan, subject to 3% employee contribution
- Annual leave: 27 days per annum plus bank/public holidays. The charity is also closed between Christmas and New Year. Career Ready allows flexible use of some Bank and Public Holidays
- Cycle to Work Scheme
- Access to our Reward Gateway Portal and an Employee Assistance Programme
- Flexible working
- Work from home allowance and paid travel expenses

How we work

Our colleagues are based remotely, across the UK – but we're well connected across our teams, and across the organisation.

We bring everyone together for our monthly all-colleague Teams calls and an annual in-person event. Our teams and project groups also have additional opportunities to meet and collaborate throughout the year.

Wellbeing is incredibly important at Career Ready. As well as providing an Employee Assistance Programme to support all colleagues, we have a group of wellbeing champions and host regular events and activities.



Our impact

Our year in numbers:



3,319

young people supported on our programme in 2025



1,189

paid internships in summer 2025



355

employers providing paid internships in summer 2025



£1.6 million

employer investment in young people's skills through paid internship salaries



3,300

volunteers supporting young people



98% of 2024 alumni¹ are in a positive destination of higher or further education, work, or an apprenticeship 12 months after the programme



90% of 2025 alumni feel more confident than they did before the programme, with **70%** saying this was down to Career Ready



96% of summer 2025 interns now feel confident making informed career decisions – and 39% have been inspired to rethink their future path altogether



93% of 2025 alumni rated their work and career readiness skills a strength by the end of the programme, up from **60%** at the start



89% of 2025 alumni² feel they have a good network of people who could help them find a job in future, up from **63%** at the start of the programme



97% of young people who had a paid internship in 2025 say it increased their knowledge of career opportunities

1. Latest available destination data

2. Latest cohort with full programme impact data

What young people say...



"Before Career Ready I'd get anxious speaking to new people and overthink things. This has now completely changed.

The support of Emily, my mentor from CBRE, especially when I worked with her during my internship, has helped me grow in confidence and discover that a career in property is what I want to do – and now I am."

Ellie, alumna from Glasgow. Now an apprentice at CBRE, where she had a mentor and paid internship



"My internship opened my eyes to the variety of jobs available in the financial sector, ones that I never knew about.

Speaking to my mentor and all the people during my time at Phoenix also taught me that getting to your dream job is not always straightforward.

The skills and lessons you learn on the way are priceless and may lead you to a job that you initially didn't know about but is perfect for you."

Siyanda from Birmingham, mentor and paid internship at Phoenix



"The programme supported me to develop my knowledge of how to be in the workplace, alongside the guidance of a supporting mentor and work placement.

Career Ready helped me immensely, and so it was important to me that I give back by becoming a mentor myself.

It's helped me personally and professionally to develop in a short space of time. What you pick up from the students is amazing."

Matt, alumna from London, now Senior Marketing Manager at St. James's Place



We look forward to hearing from you.

For more information, please visit
[careerready.org.uk](https://www.careerready.org.uk)

Career Ready is a Registered Charity in England and Wales 1092891 and in Scotland SC043678

