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| **Role :** | | Mentoring Manager | | |
| Employer : | Inspire and Achieve Foundation (IAF) | | Location: | Mansfield and Ashfield (Nottinghamshire) |
| Sector: | Charity and Youth Work | |
| Duration: | Permanent | | Ref: | **IAF Mentoring Manager** |
| Listing Date: | 28th Feb 2018 | | Closing Date: | 5.00pm on 14th March 2018 |
| Interview Date: | 22nd March 2018 | | Start Date: | ASAP |

1. **INSPIRE AND ACHIEVE FOUNDATION (IAF)**

IAF is a charity that that helps young people aged 16-25 and is based in North Nottinghamshire (Mansfield). IAF inspires young people to work towards a positive future by providing mentoring, outreach activities and training that improves their motivation and employability and which helps them overcome barriers to education and employment. We work in close partnership with local organisations and IAF is hosted by West Nottinghamshire College.

1. **EMPLOYER DESCRIPTION**

The charitable objects of the Foundation are to raise the aspirations and achievements of disadvantaged young people, and those not in education, employment or training by;

* Inspiring and supporting them to make positive changes in their lives,
* Inspiring and supporting them to find progression routes into education and employment, and by,
* Working in partnership with educational organisations, other third sector organisations, and businesses to signpost, create, and provide positive progression routes and supported activities.

For further information about the charity please visit the website: www.inspireachieve.co.uk

1. **THE APPOINTMENT**

**Short Description:**

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| This role is responsible for the management and successful delivery of the mentoring and outreach programmes, including line management of the associated operational staff. |

**Full Description:**

The ideal candidate will have experience of working with, supporting and engaging hard to reach young people on a one to one basis and in a community setting. They will have experience of managing the delivery of programmes for this client group and will be confident in putting the correct policies and procedures in place to enable activity to be delivered effectively, within health, safety and legal guidelines.

They will be able to confidently lead and make decisions within their field of operation and take a strategic approach to planning and delivery. They must be familiar with delivering outputs related contracts through various funding streams, such as European Social Fund and Talent Match, and be able to successfully complete compliance paperwork and funder returns as required.

The successful candidate will also be a creative thinker and a problem solver, as they will need to find solutions to operational challenges on a daily basis. The successful candidate will have an excellent knowledge of what makes young people ‘tick’ and will be able to instantly gain the respect of young people whilst enforcing boundaries and expectations. IAF’s client group can, at times, show very challenging behaviours so the successful candidate should have experience of, and be able to confidently deal with, challenging behaviour.

This is an exciting and challenging role for a highly motivated, dynamic and creative individual who is passionate about helping young people make positive changes in their lives. The candidate will also need to be able to successfully build relationships with the staff team, with charity and education professionals and be able to work well within both the college and charity sector.

The post is permanent and carries a commitment of 40 hours per week. Due to the delivery nature of the role, some flexible working will be required. The post holder also requires regular use of a vehicle due to the nature of the role. Enhanced DBS check will be required.

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| Salary : | Competitive | No. hrs: | 40 | Working Week: | Mon – Fri on a flexible basis |

1. **THE POST**

**Main Duties and Responsibilities:**

**Key Activities:**

**Line Management of Mentoring and Outreach Team:**

* To provide regular supervision, case load reviews and line management for the mentoring and outreach team.
* To support and guide the team to assess clients, prepare individual plans and motivate service users to actively engage.
* To inspire and motivate team members to ensure an engaged and unified working culture.
* To identify learning and development needs of team members and to support them in achieving their learning requirements.
* To take a lead on performance management, utilising tools such as appraisals, and implementing effective support and action plans where improvement needs are identified.

**Operations Management/Delivery:**

* To work with the Director to develop and submit funding bids when required.
* To work with the Director to agree budget expenditure for operational projects.
* To manage the budget expenditure agreed for operational projects, in particular, client costs, staff expenses and phone and office costs.
* To deliver projects in accordance with contract terms and conditions, developing internal strategies to aid achievement of required outcomes/ outputs as required.
* Overall management, planning, delivery and co-ordination of mentoring and outreach programmes in line with organisational targets and the annual business plan. The mentoring and outreach team is at the Mentoring Managers disposal to complete these tasks. This includes but is not limited to:
* Recruitment and Outreach
* Referrals
* Mentoring
* Staffing and resources, including the delegation of tasks and contingency planning
* Identifying need and how to best respond to that need
* To deliver IAF activity such as mentoring and outreach as required
* To design paperwork and systems needed to correctly deliver projects
* To support all IAF activity including Training Programmes as and when required
* To deliver some elements of training as and when required

**Governance, Risk and Quality:**

* To write, review and update IAF policies and procedures that relate to operational delivery and to have an input, as required, on wider organisational policies and procedures. The Mentoring Manager is responsible for the implementation and enforcement of policy and procedure within their department and associated operational staff.
* To ensure delivery and associated paperwork is correctly managed and compliant with legal requirements such as safeguarding, health and safety, risk assessments, data protection, equal opportunities, and employment law.
* To lead on the implementation of data protection on behalf of the charity.
* To lead on policy and the implementation of Safeguarding on behalf of the charity, in conjunction with the Safeguarding Trustee.
* To lead on the policy and implementation of Health and Safety on behalf of the Charity.
* To work with the Director and Trustees to maintain strong governance.
* To manage and mitigate operational risks.
* To lead on quality assurance within the mentoring and outreach department.
* To lead on and supervise the gathering of monitoring data and feedback across the charity.
* Consistently evaluate and review the work of the charity and its impact.

**Partnerships and Project Development:**

* Develop and maintain professional relationships and strategic partnerships with local partners such as colleges, training providers and other referral agencies.
* Attend meetings as required with stakeholders, partners, funders, and businesses.
* To work with the Director to identify new projects/performance improvements as required.
* To lead on positive working relationships with employers in the local area and manage staff to developing operational level linkages, such as work experience placements and suitably integrating business volunteers into delivery.

**Contract and Board Reporting:**

* Maintain accurate and up to date records, as required by IAF or external funding contracts. These records must be managed in line with IAF’s data protection policy.
* Lead on and supervise the completion of output/outcome returns as required by funders and contracts within the mentoring and outreach department.
* Manage contract performance targets and coach staff through improvements where required. Be familiar with contract performance systems.
* Maintain current systems to track the journey of each young person ensuring operations staff update tracking systems correctly and lead on the development of a new tracking system for the charity.
* Work with the Director with operational planning, operational strategy, setting of operational KPI’s and business planning as required.
* Produce an operations report for the Trustee Board.

**General:**

* Lead on the recruitment, training and supervision of volunteers and operational staff within the mentoring and outreach department and consult with the Director as appropriate.
* To present and promote an appropriate public image in representing the Foundation.
* To undertake any other duties as may reasonably be required commensurate with the post.
* Keep up to date, so far as necessary for the efficient executing of your job, with new legislation, procedures and techniques.
* To maintain strict confidentiality and discretion at all times.

1. **CANDIDATE SPECIFICATION**

We will review your application against the criteria below when considering your suitability for the role. Only applications that clearly demonstrate, with evidence, that they meet the essential criteria will be short-listed for interview. Desirable criteria are those that enhance your capacity to do the job but can be attained once in employment.

| **You must provide evidence to demonstrate you meet the criteria within your application form to be short-listed:** | Essential  ✓ | Desirable  ✓ |
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| Skills /Knowledge/Experience: |  |  |
| Recent experience of working with young people between the age of 16-25 years who are NEET  Recent and relevant experience of providing IAG and a proven track record of successfully assisting young people into employment, education or other positive outcomes  Experience of working in an outreach and community based role with a range of agencies and organisations  Experience of co-ordinating the delivery of projects  Demonstrate you have the ability to effectively support, gain the respect of, and build trusting and positive relationships with young people  Experience of building and maintaining positive and productive relationships with stakeholders and professionals in aid of the recruitment process  Experience of managing the challenging behaviour of young people in a classroom/workshop setting  Knowledge of innovative and creative ways to engage and recruit hard to reach young people  Extensive knowledge of Safeguarding children and young people and experience managing such situations  Ability to make decisions, take responsibility, and take a strategic approach to planning and delivery  Demonstrate that you can work as a team to meet deadlines and co-ordinate activity  Line management experience  Experience of reviewing and updating policies and upholding them in the workplace  Experience of delivering funding related paperwork  Experience of securing Matrix or other quality mark accreditations  Experience of Tracking/ feedback and monitoring of soft outcomes from a youth focused project  Experience of HR functions such as appraisal, disciplinary and recruitment  Experience of forming and maintaining positive relationships and securing/managing work experience placements with employers in the local area and businesses from a range of sectors | ✓ |  |
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| Personal Qualities: |  |  |
| Caring, charitable and empathic nature  Leadership and management skills  Problem solver and creative thinker  Good under pressure/ working to tight deadlines  Team player  Able to deal with conflict  Planner/thinking ahead  Confident/Excellent communication skills  Reliable and punctual  Listen and record information accurately  Lively, engaging and enthusiastic  Open-minded and committed to equal opportunities  Flexible and adaptable/ able to work in a fluid and sometimes uncertain environment  Professional | ✓ |  |
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| Qualifications: |  |  |
| Holds a mentoring/IAG/Youth Work/ Youth Justice qualification at Level 3  Degree Level Qualification  English and Maths to at least Level 2  First Aid Qualification  Safeguarding Young People Qualification  IT Qualification/experience inc. Word/Excel/Powerpoint  Line Management/ HR qualifications | ✓ |  |
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1. **TERMS AND CONDITIONS**

* The post is permanent.
* The salary will be competitive. Please be prepared to state your current salary.
* You will be entitled to 28 daysleave (plus bank holidays).
* You will be required to work 40 hours per week on a flexible basis.
* The post holder is to be based at the Thoresby Street, West Nottinghamshire College Site, but a proportion of work will need to be undertaken in community venues or at other venues as required.

1. **THE POSITION WITH THE ORGANISATION**

The post-holder will report directly to the Director.