

LONDON BOROUGH OF LEWISHAM

Job Description

Designation:	Mentoring and Employment Support Officer	Grade:	S01
Reports to (Designation):	Business and Resources Manager	Grade:	P03
Directorate:	Community Services	Section:	Community & Adult Education Services

Main Purpose of the Job:

Providing mentoring and employment support for NEET young people aged 16-24 across the borough, focusing on individually tailored support, building confidence, motivation, and personal development, helping young residents into employment, education, or training. The purpose of this role is to provide:

1. A comprehensive, effective, integrated, systemically informed mentoring and employability service to support young people resident in Lewisham aged 16 to 24 who are not in education, employment, or training (NEET), ensuring that the highest possible standards of advice and guidance are rigorously maintained.
2. To seek out and work with young residents who are furthest from the labour market and experiencing multiple forms of disadvantage and/or have significant additional support needs. Going to where young people are, to engage those who need support most.
3. To adopt an empathetic and caring approach to help the young people develop their confidence and skills, ensuring each young person is consulted and empowered as the co-designer of their support plan.
4. To work closely with local youth and community organisations and the Lewisham Economy, Jobs and Partnership Division to ensure that targets are achieved.
5. Provide a written monthly performance update and forecast of activity and outcomes for the upcoming month within 4 working days of the end of the calendar month.

Summary of Responsibilities and Personal Duties:

IAG and Careers Information

Mentoring and Employment Support

1. Use of innovative, safe, popular, fun and outcome focused activities that appeal to local young people and support their achievement of outcomes, including virtual delivery where that is beneficial.
2. Building trust, rapport and honest relationships with young people, to help young people consider their options and become positive and motivated about their future.
3. Providing participants with expert mentoring support to enhance employability skills and ensure outstanding and sustainable outcomes in relation to further education, employment and skills.
4. Independently managing a caseload of NEETs, ensuring a consistent and quality regular mentoring service to all, creating bespoke career pathway plans and supporting the young person towards their agreed outcomes.
5. Creating connections and working closely in collaboration with a range of partners including youth and community organisations, education and training providers and others to generate effective networks and joined-up approaches to promote essential life skills.

6. To be responsible for ensuring that quality assurance procedures are in place and implemented across the project, working with other staff to maintain the standards and meet the stated outcomes.
7. To be responsible for tracking client outcomes and planning for progression and further development.
8. To complete individual action plans with all clients. To undertake personal caseload for client, contact offering specialist mentoring and career guidance sessions.
9. Undertake outreach work, work purposefully with other services and networks related to young people, visiting youth and community groups to talk about the opportunities provided by the project when required. Ensure that all those contributing to the provision of advice and guidance work together as a team in meeting the needs of individual clients.
10. To undertake 1:1 mentoring and coaching sessions, helping clients to create CVs and utilising the internet to develop job search skills. This includes all individuals seeking to enter employment and/or learning to achieve their goals either one to one and or in small groups. To create individual SMART (Specific, Measurable, Achievable, Relevant, and Timebound) actions plans with clear goals.
11. Regularly liaise with colleagues to ensure priorities are identified and acted upon in line with project guidelines and contractual requirements.
12. To work with service managers to develop quality assurance systems.
13. To be responsible for the achievement of objectives, data / statistics and targets and providing progress reports.
14. To take personal responsibility for ensuring monthly targets are met.
15. To develop and maintain partnerships within the local community to ensure that learning, work and life opportunities for all client groups are maximised.

Financial Management

16. To monitor and control all relevant budgets to ensure compliance with financial regulations and with a view to value for money. To liaise with the Business and Operations Manager to ensure that budgets are successfully and accurately maintained.

Administrative Processes

17. To ensure that appropriate process and controls are maintained relating to the NEET Mentoring and Employability Project. To participate in driving forward continued improvements to the delivery of the project together with the LBL Business and Resources Manager and Business and Operations Manager.
18. To work with the LBL Business and Resources Manager and Business and Operations Manager to ensure all relevant data is accurately collected in accordance with the reporting requirements of the project and the Council.

Equality, Diversity and Inclusion

19. To promote by consistent example, both internally and externally, the philosophy, values and behaviours outlined in ALL's vision, mission and values statement. To carry out the duties of the post with due regard to the Council's Equal Opportunities Policies and Core Values.
20. To work withing Safeguarding and Prevent policies and procedures
21. To commit to the safeguarding and promotion of the welfare of children, young people and vulnerable adults. To commit to the services' prevent strategy and processes to ensure the safety and welfare of all learners, staff and program participants.

Safeguarding and Prevent

- 22. To commit to the safeguarding and promotion of the welfare of children and young people on the program.
- 23. To commit to the services prevent strategy and processes to ensure the safety and welfare of all program participants.

People Management

- 24. To be responsible for arranging and agreeing work patterns, ensuring that the program administrative functions are maintained throughout the project.
- 25. To lead and manage. To monitor and appraise the workloads and effectiveness of allocated staff through regular supervision meetings.
- 26. To identify and facilitate the development needs, and any required training. To promote equality of opportunity with regard to the management and development of staff. To negotiate and agree annual key objectives and performance targets with allocated staff through the appraisal process.

General

- 27. To undertake appropriate, continuing professional development. To attend relevant or internal meetings as required. To ensure that all activities undertaken are in line with ALL's commitment to safeguard and promote the welfare of the organisation's learners and vulnerable adults.
- 28. To participate in carrying out the Council's environmental policy within the day to day activities of the post. To ensure Health and Safety policies, practices and legislation are complied with and that safe working practices are adopted at all times. Other duties commensurate with the post.

Grade and numbers of immediate subordinates:

Number of staff supervised by this officer:

Job Description/Post No:

Consideration will be given to restructuring the duties of this post for a disabled postholder

PERSON SPECIFICATION

Job Title:	Mentoring and Employment Support Officer	Post No:	
Directorate:	Community Services	Grade:	S01

Note to Candidates:

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equal Opportunities

- | | |
|--|----------|
| 1. Commitment to implement the Council's Equal Opportunities policies. | S |
| 2. Detailed knowledge of Equality, Inclusion and Diversity issues including the challenges faced by marginalised groups. | S |
| 3. Understanding of issues around prevent and safeguarding. | S |

Professional Qualifications

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| 4. Mentorship and/or IAG qualification is desirable | |
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Knowledge

- | | |
|---|----------|
| 5. Knowledge of the importance of safeguarding in service provision | S |
| 6. Knowledge of customer service standards. | S |
| 7. Knowledge of implementing systems to gather and accurately process data. | S |
| 8. Knowledge of Information & Communications Technology. | S |
| 9. Knowledge of internal communications strategies. | S |
| 10. Knowledge of working in partnership with other organisations. | S |
| 11. Understanding and awareness of confidentiality and GDPR | |

Aptitude

- | | |
|---|----------|
| 12. Ability to act promptly and decisively | |
| 13. Ability to communicate complex issues to a variety of audiences. | |
| 14. Ability to deal with sensitive issues using tact, discretion and diplomacy | |
| 15. Ability to establish good working relationships with all colleagues | |
| 16. Ability to maintain an organisational overview. | |
| 17. Ability to remain calm in emergencies. | |
| 18. Ability to provide empathetic, impartial advice to program participants | S |
| 19. Ability to practise the principles of collaborative working, with a focus on: | S |
| a. Consultation and involvement | |
| b. Consensus decision-making | |

c. Supportive structures and processes

Skills

- 20. Analytical skills in the area of management information and the use of data.
- 21. Strong attention to detail skills
- 22. Influencing and persuasion skills.
- 23. Interpersonal skills.
- 24. Excellent communication skills including the ability to give and receive information / advice effectively to a wide range of audiences **S**
- 25. Organisational and planning skills.
- 26. Strong relationship building skills with the ability to connect with people, influence and build relationships

Experience

- 27. Experience of providing IAG services and/or mentoring young people **S**
- 28. Experience of planning and delivering play and/or youth activities which demonstrate positive impact on young people
- 29. successfully delivering youth-focused projects, with clear outcomes that reflect engagement, empowerment, and positive impact on young people **S**
- 30. Experience of assimilating and analysing complex written and numerical information.
- 31. Experience of being responsible for large budgets. **S**
- 32. Experience of organising administrative processes across diverse functions. **S**
- 33. Experience of project management. **S**
- 34. Experience of solving problems and thinking creatively. **S**
- 35. Experience of working in a post-16 educational organisation
- 36. Experience of working collaboratively across an organisation and a range of partners. **S**

Personal Qualities

- 37. Attention to detail.
- 38. Ability to exercise initiative, accountability and act autonomously to meet the outcomes of the project
- 39. Clear thinker.
- 40. Committed to the delivery of first-class customer care.
- 41. Confident in own abilities to resolve immediate problems.
- 42. Confident with data and analysis of information.
- 43. Discretion when dealing with confidential information.
- 44. Good communicator, both verbally and in writing.
- 45. Ability to maintain confidentiality, act with integrity, uphold ethical values, including social responsibility, equality & diversity in line with Adult Learning Lewisham's vision and mission: ALL together we flourish

Circumstances

- 46. The post holder will be required to attend appropriate meetings on a regular basis. **S**
- 47. The post holder is required to be flexible in their work pattern. This may involve varying their hours from time to time, some evening and weekend work, and working at different sites around the Borough. **S**

Physical

48. Generally candidates must meet standard Lewisham requirements for the post.