



Mentor (x2 Positions Available)

Job Description

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| Faculty / Department: | Student Experience |
| Campus: | Cauldon and/or Burslem Campuses |

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| Responsible to: | Safety and Welfare Team Leader |
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| Responsible for: | N/A |
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| Grade: | Actual Salary: £21,668 per annum (£25,165 FTE) (Grade 2B, SCP 9) | Hours: | 37 hours per week, Term Time Only (38 weeks), Permanent (0.86 FTE) |
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| Role Summary: |
| To work collaboratively with learners to provide mentoring support to address a range of barriers to their learning and to agree additional social, personal and emotional interventions to support behaviour, retention, attendance and punctuality, progression and achievement. |

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| Main Duties and Responsibilities: |
| <p><u>Work Processes and results</u></p> <ul style="list-style-type: none"> • Deal pro-actively with referrals from curriculum teams to monitor impact of actions and refer learners to the counselling team when necessary. • Develop and implement action plans using targets and a variety of strategies to enable positive behaviour, attendance, retention, achievement and progression. • Assist in monitoring learners' academic progression, including attendance, punctuality and attainment, in close conjunction with tutors and other teaching and learning support staff and conduct home visits if required. • Undertake behavioural support with vulnerable and/or 'at risk' learners who have a range of complex and multiple issues which may include: self-harm, mental health issues, learning difficulties or disabilities, aggressive and anti-social behaviour, lack of self-esteem and confidence. • Play an active part in case conferences/reviews, e.g. for Looked after Learners or within the College Student Disciplinary Procedure, including supporting learners through their behavioural contracts. |

- Provide support at key functions including induction, open evenings, events as required.
- Act as the named link person with external organisations which may refer 'at risk' learners to the College, e.g. Careers Advisers, Youth Offending Team, Local Authority services, Probation Services etc and have a full knowledge of internal and external support agencies and activities to ensure learners can access a full range of support services.
- Work closely with parents, carers, employers and external agencies as required to support individual learners.

Team Work

- To work flexibly to meet the needs of the business, and to provide cover for other members of the team, as appropriate, in times of absence.
- To work closely with colleagues in other Departments across the College, as well as with external partner agencies.
- Work collaboratively with other members of the Mentor team, teaching and other support staff to develop an overview of 'at-risk' learners at the college including monitoring attendance and identify and track interventions to support attendance, retention and achievement.

Communication / Documentation

- To communicate clearly, effectively and professionally across a wide range of audiences.
- Attend regular meetings with staff and managers both internally and externally as relevant to each individual learner.
- Maintain up to date intervention records and produce regular statistics for management.

Personal Development / Performance

- Demonstrate a commitment to continuing Personal/Professional Development.
- Ability to observe and define priorities and timetables in the achievement of strategic and operational objectives.
- Adhere to the College's environmental and sustainability procedures and seek to promote environmental sustainability within own area of responsibility.

Equality, Diversity & Inclusion, Health and Safety and Strategy

- A strong commitment to the principles and practice of Equality, Diversity and Inclusion.
- Take reasonable care of the Health and Safety of yourself and that of any other person who may be affected by your acts or omissions at work.
- Ensure as far as is necessary, that Statutory Requirements, Codes of Practice, Policies and Procedures, and Health and Safety arrangements are complied with.

College Values

- To demonstrate and uphold the College's values.

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- To promote and embed these values in all elements of work and in interactions with colleagues, learners, visitors and others.
- To participate in making the College an inclusive environment in which to learn and work.

Safeguarding of Children and Vulnerable Adults

- To comply with the College's Safeguarding policy and practices, and work in accordance with the Keeping Children Safe in Education Statutory Guidance for Schools and Colleges. To attend relevant and associated training, as required.
- Take a proactive role in safeguarding learners and supporting learners with safeguarding concerns

General Data Protection Regulation and Data Protection Act 2018

- To understand, be aware of, and ensure full compliance with the General Data Protection Regulation, and Data Protection Act 2018, during and after employment with the College, and to comply with the College's Policy for such.
- Maintain and develop office systems including electronic and paper files and data management that conform to GDPR rules.

This is not intended as an exhaustive list of duties or a restrictive definition of the post but rather, should be read as a guide to the main priorities and typical areas of activity of the post-holder.

These activities are subject to amendment over time as priorities and requirements evolve and as such it may be amended at any time by the line manager following discussion with the post holder.

This Job Description and Person Specification is accurate as at April 2025. In consultation with the postholder, the College reserves the right to update, amend or vary its content, to reflect changes to, or modernisation of, the role.



PERSON SPECIFICATION

Mentor

| Measured by: | |
|--------------|--------------|
| A | Application |
| I | Interview |
| T | Test |
| P | Presentation |
| R | References |
| Po | Portfolio |

| Criteria Headings | Essential | Evidenced by | Desirable | Evidenced by |
|--|---|--------------|--|--------------|
| Qualifications/ Education/ Training | <ul style="list-style-type: none"> Qualified to A Level standard, or equivalent | A | <ul style="list-style-type: none"> A relevant Level 3 or 4 specialist qualification in Mentoring or Counselling A Mental Health First Aid qualification, or willingness to attain this qualification | A |
| | <ul style="list-style-type: none"> Minimum of 4 GCSE's at Grade 4-9 (C or above) (or equivalent qualifications) including Maths and English | A | | A |
| | <ul style="list-style-type: none"> A Safeguarding qualification, or willingness to undertake First aid at work certificate (renewable every 3yrs) or willingness to attain this required qualification. | A | | |
| Experience | <ul style="list-style-type: none"> Significant recent experience of working with 'at risk' young people (16-19) | A, I | <ul style="list-style-type: none"> Experience of formally assessing support needs of learners/clients. Experience of working in an education setting. | A, I |
| | <ul style="list-style-type: none"> Experience in dealing with highly sensitive and confidential matters | A, I | | A |
| | <ul style="list-style-type: none"> Experience of communicating with a wide variety of people at different levels | A, I | | |

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| Skills/ Aptitudes/ Competences/ | <ul style="list-style-type: none"> • Able to problem solve effectively, and to work on own initiative. • Strong team player, with an organised and positive attitude to work. • Excellent time management, organisation and prioritisation skills. • Highly developed written, verbal and non-verbal communication skills. • Proven ability to work well in a fast-paced environment, meeting multiple deadlines. • Excellent accuracy and attention to detail. • Well-developed IT skills including the use of Microsoft Office Word, Excel and ability to manipulate and report on data. • Diplomatic, tactful and approachable. | <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I, T</p> <p>A, I</p> | <ul style="list-style-type: none"> • Ability to design, implement and monitor action plans embedding preventative and intervention strategies to support attendance, progress and achievement. • Knowledge of Pro-suite including Pro-Monitor and Pro-Solution. • Highly developed interpersonal skills and emotional intelligence. | <p>I</p> <p>I</p> <p>I</p> |
| Other | <ul style="list-style-type: none"> • Demonstrate commitment to and an understanding of diversity and equality • A commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. • Ability to travel between, and work from, Burslem and Caudon campuses, as required. | <p>I</p> <p>I</p> <p>I</p> | | |



TERMS & CONDITIONS FOR EDUCATION BUSINESS SERVICES (STOKE) LTD.

Conditions of Appointment

All offers of employment are subject to a Probationary period of up to six months, during which time performance will be assessed. In addition, all appointments are subject to:

- *A satisfactory Enhanced Disclosure by the Disclosure and Barring Service (DBS).*
- *A satisfactory Children's Barred List check;*
- *A satisfactory overseas criminal record check (if applicable);*
- *Verification that candidate is legally eligible and permitted to work in the United Kingdom;*
- *Verification of all relevant and required essential qualifications for the relevant post, by original certificate;*
- *Receipt of two references considered suitable by the College;*
- *Successful completion of all elements of the Company and College Induction during the Probationary period, including training modules in Safeguarding, WRAP, Equality, Diversity and Inclusion, GDPR and Health and Safety.*

Pension Arrangements

Eligible employees will be automatically enrolled into the stakeholder pension scheme provided by Scottish Widows.

Working Hours

The standard full-time working week for all staff is 37 hours.

Maternity, Paternity & Adoption

The College has a suite of Family Friendly policies, including Maternity, Paternity and Adoption schemes, some of which provide enhanced benefits, whilst others provide statutory benefits.

Sick Pay

The Company has a scheme of enhanced sickness benefits.

Training and Development

Education Business Services (Stoke) Ltd is committed to the professional and personal development of all our employees. Individual Training and Development plans are formulated via the Staff Check-in process.

Holidays

Education Business Services (Stoke) Ltd staff are entitled to 32 days' annual leave, plus 8 bank holidays. There are a number of directed leave days each academic year and these are set out in the College Calendar. Typically, these directed leave days will be during Christmas, Easter and in the summer period where the College will close its sites in the interests of efficiency.

Staff Parking

Free and ample parking space is available on both sites, subject to availability at peak times.

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Salary Payments

Salary is paid by direct credit transfer to your bank or building society account in 12 equal instalments. Payment is made on the 27th day of each month or, if this lands on a weekend or bank holiday day, payment is made on the previous working day.

Notice Periods

The amount of notice you are required to give and entitled to receive is 1 month. Fixed term employees are required to give and are entitled to notice as per their contract of employment.

Location of Work

Your principal place of work will be at the site given in your Job Description, Contract of Employment and Conditional Offer Letter. However, you may be required to work on either campus temporarily or on an indefinite basis.

Equality of Opportunity

Education Business Services (Stoke) Ltd is committed to the principle of equal opportunity. We will ensure that no employee, applicant for employment or student receives less favourable treatment on any grounds, which cannot be seen to be justified in relation to employment, education and training.