



## Role Specification

<b>Job Title:</b>	Building Bridges Mentor
<b>Reports to:</b>	Quality Manager
<b>Location:</b>	Melksham but will be expected to work across Wiltshire
<b>Hours of work:</b>	37.5 hours per week

### Overview:

This role is fully funded by the Big Lottery Fund and European Social Fund as part of the Building Better Opportunities programme and will be solely employed on the programme delivery.

**Day to day work will include:** Mentoring of Building Bridges participants to identify need and support them to progress into learning, training or work.

### Key Objectives:

1. Recruit eligible participants to meet contract delivery targets.
2. Deliver effective one to one support and action planning to identify and meet participant need.
3. Ensure 100% contract compliance on all aspects of contract delivery.

### Responsibilities:

- Day to day management of caseload of participants aged 16+
- Acting as first point of contact for referrals
- Initial needs assessment and personalised action planning of 100% of participants on caseload.
- Engagement with Princes Trust Team Programme
- Provision of quality information, advice & guidance to participants
- Development of learning, training, volunteering and work opportunities for the benefit of participants in liaison with The Learning Curve and others in the Building Bridges Partnership (including 'spot-purchasing' if required)
- Being proactive in supporting participants to move closer to the labour market through undertaking activities including supported job search, small group work, self-employment / enterprise activities, supporting distance learning.
- Regular reviews with participants to ensure progress is being made and ongoing barriers are identified and addressed, including where participants are in learning, training or work.





- Completion of all documentation in line with Building Bridges audit requirements.
- Maintenance of participant records (paper based and electronic) in line with Building Bridges audit requirements.
- Contribution to preparation of reports and returns as required.

#### **General Responsibilities:**

- Awareness and compliance with all policies, regulations, systems and procedures including Safeguarding/Prevent, Information Security, Health and Safety, Equality and Diversity, Quality and Staff Appraisal.
- Contribution to the wider work and development of The Learning Curve
- Adherence to the highest professional standards at all times in line with the organisations values
- Maintenance of effective and positive working relationships with colleagues, partner and external organisations.
- Attendance at meetings as required
- Any other duties which may reasonably be required within the scope and level of the post

#### **Health & Safety** - The post holder will:

- Work with due regard to health and safety to themselves and others and will abide by The Learning Curve's Health & Safety Policy
- Support the Health & Safety Officer in the identification of potential health & safety risks to ensure that they are rectified appropriately and efficiently

#### **Confidentiality** - The post holder will:

- Comply fully with the organisation's confidentiality policy
- Surrender immediately on the termination of employment or volunteering all documents containing confidential information concerning the organisation or other service users, partners or staff.

#### **Safeguarding** - The post holder will:

- Ensure the working environment is safe and secure for all by adherence to the 5 R's in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The



Learning Curve can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.

Person Specification	Essential	Desirable
<b>Qualifications</b>		
Level 3 Information, Advice & Guidance		✓
Literacy/Numeracy level 2 or equivalent	✓	
Level 3 Education & Training (PETTLS)		✓
<b>Skills &amp; Experience</b>		
Good knowledge of Microsoft Office and ICT systems	✓	
Experience of working with organisations and / or individuals to identify their training/support needs and develop appropriate plans	✓	
Good organisational, problem solving and networking skills	✓	
Experience of working to company policies	✓	
Ability to maintain accurate records	✓	
Ability to meet legal requirements, with a current understanding of data protection, freedom of information and other legislative requirements	✓	
Excellent written communication and good range of vocabulary	✓	
Experience of quality systems and procedures		✓
Experience of organising events / meetings		✓
<b>Personal &amp; Work related attributes</b>		
Demonstrate positive attitude	✓	
Demonstrate flexibility and enthusiasm at all times	✓	
Demonstrate an excellent level of written and spoken English	✓	
Work calmly under pressure	✓	
Work effectively as part of a team	✓	
Work under own initiative and able to take instruction	✓	
Committed to equality of opportunity	✓	

### Role information

This role is subject to an enhanced DBS check with a 6 month probationary period.

Annual Leave	28 days inclusive of statutory bank holidays
Place of Work	Melksham but also required to work at other sites as directed
Hours	37.5 hrs per week
Shift Pattern	Planned by self, agreed with management team on a monthly basis
Salary Band	£18 – £20,000 depending on qualifications and experience