

Skills Mentors Team Leader

Department:	Children, Young People, Education and Skills (CYPES)	
Section:	Young People, Further Education, Higher Education and Skills	
Reports to:	Operations Manager – Skills Jersey	
JE Ref:	CYP1153	
Grade:	CS11	JE Date: 08/08/2023

Job purpose

Promotes and drives the delivery of service which consistently demonstrates a high performing mentoring service.

As Team Leader, the post holder is responsible for the line management of Skills Senior Mentors, Mentors and Administrators; supporting the Operations Manager with the development, co-ordination and implementation of skills vacancy and labour market information and the departmental business initiatives resulting from this information.

Overall responsibility for services users accessing the skills mentoring service.

Job specific outcomes

1. Lead and supervise a team, including recruitment and selection, providing support and guidance with operational, safeguarding and performance issues, ensuring there is capacity and capability within the team for allocation of work and day to day activities, ensuring appropriate deployment of resources enabling the smooth delivery of services/tasks with adherence to the relevant GoJ policies.
2. Support mentors in their roles by building strong relationships and coaching and developing through regular reviews and 1-1's. e.g. giving expert guidance in complex situations so they can professionally mentor service users through any situation.
3. Support Senior Mentors in the triage of young people identified as being potentially or currently Not in Education, Employment or Training (NEET) and any actions that result from this triage process.
4. Deliver training sessions to groups of mentors to increase awareness, knowledge and experience of coaching and mentoring techniques to increase performance outcomes.
5. Promote the programme to schools, colleges and other service stakeholders to increase and ensure the quality of referrals.
6. Build effective working relations across teams, with schools and colleges, education bodies, central support teams within CYPES to ensure Skills Jersey's mentors are integrating and working effectively with each other and students and parents/caregivers

7. Manage and improve customer experience and act upon their feedback to improve the services within Skills Jersey's mentoring team.
8. Implement effective performance management systems, to monitor and assess the value of the services designed to achieve the Island's Skills and Economy related strategies and report on their impact to the Operations manager of Skills Jersey

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

<Delete the following statement if not applicable>

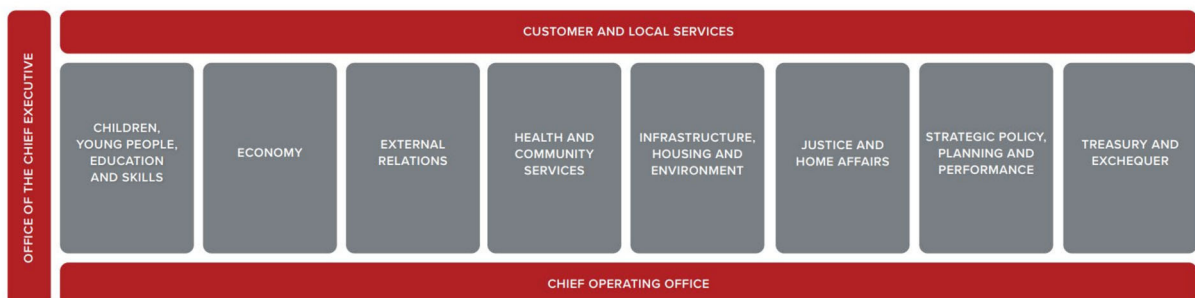
This role is politically restricted. The jobholder is not permitted to undertake political activity involving standing for election to the States or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Services (TIER 1,2 and 3 jobs only-DELETE if not applicable)

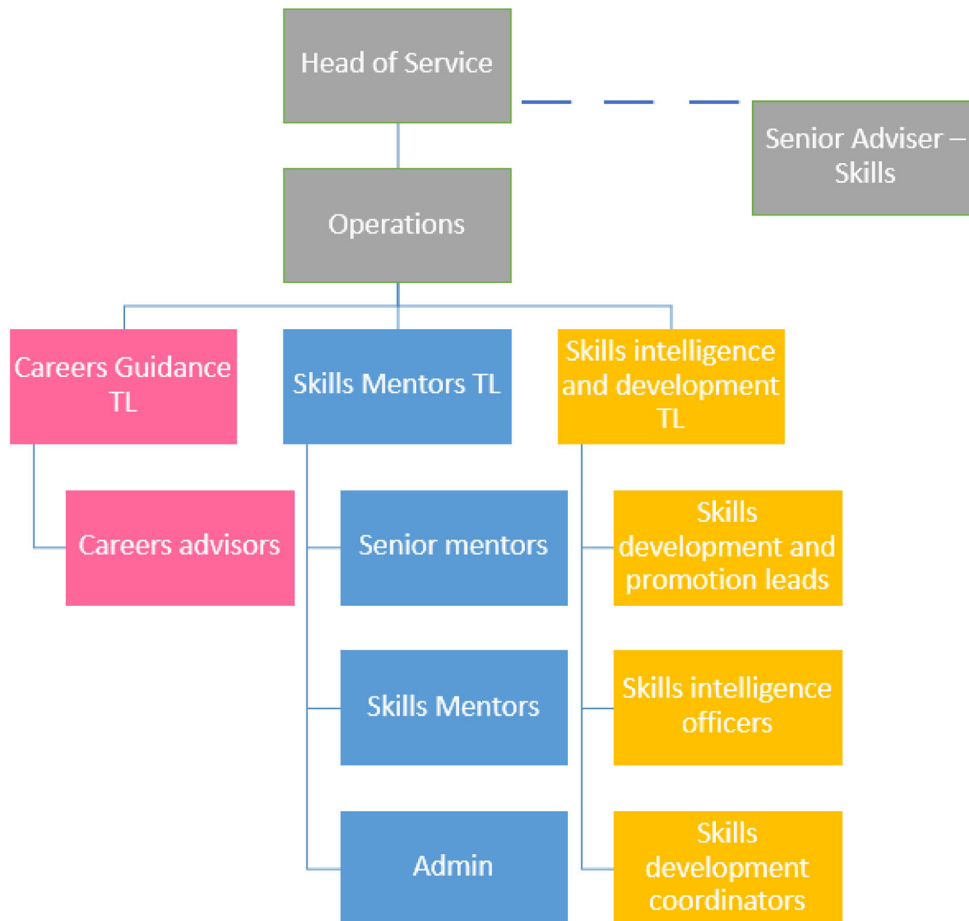
- List the primary service areas that are accountable to the role
- XX
- XX

Organisational structure

Government Departments



Organisation chart



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	<p>Educated to degree level</p> <p>A relevant professional qualification in management (Chartered Manager or MMP,)</p>	
Knowledge	<p>Working knowledge of relevant systems (e.g. Microsoft Office), equipment, processes and procedures including standard software packages, with limited use of non-standard software.</p> <p>Working knowledge in any of the following areas would be beneficial:-</p> <ul style="list-style-type: none"> • Health and safety • Employment law • Risk management • Data protection <p>Knowledge of people management activities, strong understanding of how to communicate effectively with colleagues in a diverse environment.</p>	<ul style="list-style-type: none"> •
Technical / Work-based Skills	<p>Attention to detail and ability to record information accurately with minimum supervision.</p>	

	<p>Strong communication skills required, to promote collaborative working within the teams.</p> <p>Strong leadership skills with the ability to motivate employees through change, whilst supporting the Operation Manager in delivering departmental and organisational objectives.</p> <p>Excellent time management skills.</p>	
General Skills/Attributes	Excellent written and verbal communication	
Experience	<p>Experienced in line managing or supervising employees with the ability to motivate direct reports.</p> <p>Experienced in managing workloads and priorities</p>	

Personal Attributes

Delete as appropriate:

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 4 core accountabilities attributes and behaviour indicators.