

**JOB DESCRIPTION**

**Job Title:** Mentoring Officer

**Service:** Careers and Student Enterprise

**Grade:** E

**Campus:** Docklands/Stratford

**Responsible to:** Coaching and Mentoring Manager

**Responsible for whom:** N/A

**Liaison with:** UEL Schools and Departments, Students and Graduates, UEL Services, relevant external partners and organisations and CASE team members.

**Never Not Moving Forward**

Build your career, follow your passion, be inspired by our environment of success.

#BeTheChange

The University of East London is one of the most diverse and vibrant universities in the global capital. Our pioneering and forward-thinking vision is making a positive and significant impact to the communities we serve, inspiring both our staff and students to reach their full potential.

Born in 1898 to serve the skills needs of the 2nd industrial revolution, the University of East London has commenced Year 3 of its transformational 10-year Vision 2028 strategic plan led by our Vice-Chancellor & President, Professor Amanda Broderick, to advance Industry 4.0 careers-1st education. We have a clear route-map to provide a springboard for the jobs and opportunities of the future; drive diversity in the 4.0 talent pipeline - working in partnership to promote talent wherever it is found; and to create an inclusive and sustainable, green future.

We are looking for forward-thinking, innovative, curious, high-energy, self-aware people who are passionate about making a positive difference and who will thrive in an inclusive and diverse University community who are never not moving forwards.

As one of the most socially inclusive and international Universities and comprising one of the most diverse staff populations in the UK (50% of our professoriate identify from black or minority ethnic backgrounds), we are hugely proud of our track record in reducing inequalities (ranked 1st in the UK & 2nd globally, Times Higher Education Global Impact Rankings, 2020) and our commitment to equality, diversity and inclusion is at the heart of Vision 2028.

We are building an environment of success where colleagues are supported to achieve, and our community can flourish and thrive. We are an accredited Investors in People Award Institution and have achieved the Investors in People Health and Wellbeing Award. With Athena Swan Awards and being one of a small number of Universities to have achieved the Race Equality Charter Award, we continue on our journey to address and reduce barriers to opportunity.

So, if you are looking to build your career in a dynamic, inclusive and performance-focused team and are inspired by our environment and drive for success, we want you to apply to join the University of East London. We are looking for inspirational individuals who have a passion to make a positive difference to people and planet, creating a more sustainable future for everyone.

**THE DEPARTMENT:**

This role is based in the Careers and Student Enterprise Service (CASE) which is the career and employability nucleus of the University of East London. The goal of the team is to support every student to achieve career success, gain the skills for the 21st century workforce, and build direct pathways to employment. The team’s mindset has innovation and creativity at its core. In order to improve progression, retention and graduate outcomes, the team utilises cutting edge technology and research, which has shown impact on our students’ satisfaction, behaviour and outcomes. This is a one-of-a-kind department with highly motivated staff and a high level of quality within the products produced

**JOB PURPOSE:**

The Mentoring Officer will be responsible for the development, delivery, administration and evaluation of the CASE mentoring programmes, such as the Professional Mentoring Programme, the Student Mentoring Programme, the Evening with the Experts programme and other associated programmes taking a lead in communicating and marketing the programmes with relevant staff and students.

The Mentoring Officer will work closely with colleagues to recruit, line-manage and train mentors, mentees and volunteers and liaise with members of the CASE team and colleagues within relevant academic schools to ensure the convergence of the schemes.

The successful post holder will work closely with colleagues from CASE and with UEL academic schools to develop coherent coaching and development strategies to enable successful engagement with development opportunities and raised awareness of employment trends, current recruitment methods and employer requirements.

**MAIN DUTIES AND RESPONSIBILITIES:**

* Developing and maintaining links with the Employer Engagement Team, relevant organisations and Schools and Services to secure suitable mentoring opportunities for students on the Professional Mentoring Programme that maximise personal development and support the securing of graduate level employment.
* Develop the Student Mentoring Programme with a focus on supporting progression and retention, including the ongoing recruitment and management of mentors and mentees.
* Publicise, promote and market the CASE mentoring programmes by delivering presentations, briefings to staff and students and local/regional employers, creating printed materials, maintaining and developing appropriate online tools and resources, and organising and attending events.
* Design, deliver and organise appropriate training for mentors and mentees (where appropriate) and liaise with academic colleagues to ensure the programmes are embedded at programme level where required. Set up robust systems and processes to maintain and enhance the quality of the training process and ensure that Health and Safety standards are met (including at employers/organisations that deliver opportunities to students and graduates).
* To design, develop, monitor and evaluate robust systems and processes for the registration and tracking of mentors and mentees and producing regular reports for the CASE Senior Management Team, maintaining internal and accredited external quality standards.
* To work with colleagues to ensure appropriate systems are in place for the students/graduates to record, reflect on and monitor the value of their experience including the managing of an appropriate e- platform if available.
* To effectively share data and information across the team to fully maximise opportunities secured.
* To collect, evaluate and monitor relevant data and statistics to allow for strategic and operational planning and continuous improvement and ensure the team is able to meet institutional objectives.
* To gather information required for meetings or the production of reports, with minimal guidance.
* To take a flexible approach to work (attendance at early morning and evening meetings may be required).
* To undertake any other duties, in line with the level of the post, and as directed by your line management.
* To work in accordance with UEL’s Equality and Diversity Policies.

**PERSON SPECIFICATION**

**EDUCATION QUALIFICATIONS AND ACHIEVEMENTS:**

**Essential criteria**

* + Degree or equivalent qualification. (A/C)

# Desirable criteria

* + Mentoring Training and / or Coaching Qualification. (C)
  + Training and Development qualification. (C)

# KNOWLEDGE AND EXPERIENCE

**Essential criteria**

* + Experience of developing and managing mentoring schemes and an understanding of how these support the development of academic and employability skills. (A/I/P)
  + Successful track record of meeting challenging targets. (I)
  + Excellent IT skills with clear proficiency in Word and Excel packages and use of the internet. (I)
  + Experience of developing high quality, interactive learning materials, paper-based and web-based and delivering skills development workshops or other training and development activities. (A/I/P)
  + A strong commitment to and understanding of equal opportunities, (within a diverse and multicultural environment) particularly with widening participation and a deep understanding, based on solid experience, of how to bring out the best in students from diverse backgrounds, including those who may have under-performed in the past. (A/I)

# Desirable criteria

* + Broad knowledge of graduate opportunities across industry sectors. (I)
  + Knowledge of the Higher Education sector. (I)
  + An understanding of graduate level employment and current recruitment and assessment processes. (I)
  + Experience of providing information and advice to students. (I)

# SKILLS AND ABILITIES

**COMMUNICATION / LIAISON AND NETWORKING**

* + Ability to communicate using a variety of mediums to internal and external audiences including senior managers, students, graduates and external organisations. (A/I)
  + Excellent networking skills and good people/interpersonal skills. (I)

**PLANNING AND ORGANISING RESOURCES / SERVICE DELIVERY**

* + Ability to plan major and minor events making appropriate decisions concerning budgets and resources and taking into account student and/or graduate attitudes and behaviours. (A/I)
  + Ability to understand the importance of good plans and the need to measure and monitor progress against these whilst being flexible enough to take into account unforeseen changes or new opportunities. (A/I)
  + Proven skills in effective use of management information and associated knowledge to inform decision-making and planning. (A/I)

# TEAMWORK AND MOTIVATION

* + Able to positively contribute to the objectives of the wider team whilst being a proactive team member. (I)

# DECISION MAKING / INITIATIVE & PROBLEM SOLVING

* + Experience of using own initiative to resolve problems and creativity to drive development. (A/I)
  + Ability to make independent but appropriate decisions, whilst keeping relevant people informed and staying within budget. (I)

# OTHER ESSENTIAL CRITERIA

* + Willingness to travel and work across sites and externally. (I)
  + Flexible approach to work. (I)
  + Commitment to and understanding of equal opportunities issues within a diverse and multicultural environment. (I)

**Criteria tested by Key:**A = Application form C = Certification I = Interview P = Presentation

R = Research papers T = Test