

# JOB DESCRIPTION

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| <b>Vacancy reference:</b> | SRF28524  |
| <b>Post Title:</b>        | Career Mentoring Manager  |
| <b>Grade:</b>             | Grade 6   |
| <b>School/Department:</b> | Student Services, Careers and Employability                             |
| <b>Reports to:</b>        | Careers Consultant  |
| <b>Responsible for:</b>   | Career Mentoring Assistant, Temporary Graduate Intern: Career Mentoring |

## Purpose

The Career Mentoring Scheme at Reading has gone through five years of development and expansion and now has in the region of 500 partnerships (2018/19). The scheme now requires a Career Mentoring Manager who will be responsible for the smooth and successful operation of the Career Mentoring Team in its pursuit of annual targets for the number of mentoring partnerships and widening participation participants as well as optimisation of the benefits of career mentoring to both mentors and mentees within stipulated constraints.

## Main duties and responsibilities

### 1. Co-ordination of all Career Mentoring activities

- Close monitoring of progress towards achieving goals established by management team for mentor and mentee recruitment and widening participation goals. Swift resolution of any challenges to achieving these goals with consultation of management for more complex challenges.
- Ensuring the team communicate and plan well internally so that ongoing activities are effectively and efficiently co-ordinated and targets are achieved. This includes direct day to day operational management of the Career Mentoring Assistant and a temporary Graduate Intern: Career Mentoring and supervision of any Student Ambassadors who may be involved in the scheme. Involvement in the recruitment of staff, overseeing induction training and giving feedback.
- Ensuring key internal stakeholders are communicated with about the team's plans and activities, and in particular Campaigns and Supporter Engagement (CSE), student services teams and other teams within Careers as well as ensuring an operational link is established and maintained in every school and communicating effectively with them.
- Ensuring the branding of the Career Mentoring Scheme is effective and ensuring that all communications and promotions are created and delivered 'in brand'.
- Ensuring the IT database supporting the scheme is maintained as fit for purpose and liaising with IT Development as appropriate.
- Day to day monitoring of spending to ensure budgets established and authorised by line management are adhered to.
- Keeping up to date with best practice in career mentoring, including use of technology, within financial and time constraints, to continually optimise scheme performance and scale up as required.

- Evaluation of the performance of the scheme against targets established by management and producing reports to communicate findings to senior management. To reflect on and identify areas for operational improvements and then recommend and consequently implement changes within set financial and time constraints. Respond to ad hoc enquiries about scheme performance by management.
- Contribute suggestions for the future direction of the scheme to line managers.

## **2. Ensuring quantity/quality of mentoring provided**

- Responsible for ensuring that the correct quantity of mentors are available to offer mentoring to students. Ensuring that they represent the potential occupational interests of students across the University, trying to minimise mentor turnover.
- Liaison with Campaigns and Supporter Engagement and the Business Development Team in careers to ensure a steady flow of mentor recruits.
- Ensuring that the quality of mentoring offered is of a high standard. This involves providing initial induction and subsequent skills training for mentors, refresher training for established mentors and reviewing mentor training. Providing drop in sessions for mentors who need support and advice regarding their mentoring relationships and responding ad hoc to issues that arise for mentors whilst referring complex cases to line management.
- Ensuring partnerships are engaging by overseeing Career Mentoring Assistant checks.
- Ensuring a LinkedIn community of mentors is maintained to encourage sharing of best practice.
- Facilitating the provision of alternative opportunities for those mentors who are not selected by students.
- Maintaining and applying best practice knowledge of mentor skills and mentoring supervision.

## **3. Mentee training, matching and recruitment**

- During peak student recruitment season, this role will work alongside the Career Mentoring Assistant to provide a proportion of the scheme promotion, recruitment and training of mentees to ensure rapid throughput of mentees into active mentoring partnerships. The Career Mentoring Assistant will deliver the vast majority of mentee promotional activity and training with contributions from the Graduate Intern.
- This role will lead on the mentee-mentor matching process in collaboration with the Career Mentoring Assistant.

### **Supervision received**

This role will line manage two posts: a Career Mentoring Assistant and a temporary Graduate Intern: Career Mentoring. They may be required to supervise a small number of temporary, part time Student Ambassadors.

### **Supervision given**

This post is managed by a Careers Consultant and they are expected to perform their duties with minimal supervision.

### **Contact**

Teams within Careers, Student Services Teams, Campaigns and Supporter Engagement, Academic links in departments (operational), other career mentoring scheme organisers in other HEIs.

**Terms and conditions**

35 hours per week, some evening and weekend working may be necessary.

This document outlines the duties required for the time being of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.

**Date assessed: February 2019**

# PERSON SPECIFICATION

| Job Title                | School/Department                           |
|--------------------------|---|
| Career Mentoring Manager | Student Services, Careers and Employability |

| Criteria               | Essential  | Desirable   |
|------------------------|--|---|
| <b>Skills Required</b> | <ul style="list-style-type: none"> <li>• Group work facilitation</li> <li>• Mentoring and/or coaching skills</li> <li>• Excellent oral communication, rapport building, influencing and diplomacy in handling sensitive situations</li> <li>• Problem solving and logical reasoning</li> <li>• Customer/client handling</li> <li>• Written communication</li> <li>• Methodical and accurate</li> <li>• Team work</li> <li>• Ability to use IT software such as: creating and manipulating online surveys, excel spreadsheets and virtual learning environments and establishing specifications for databases</li> <li>• Organisation, planning and working well under pressure at peak times</li> <li>• Quantitative and qualitative analysis</li> </ul> | <ul style="list-style-type: none"> <li>• Creativity for developing promotional and learning materials</li> <li>• Social media skills</li> </ul> |
| <b>Attainment</b>      | <ul style="list-style-type: none"> <li>• Degree level or equivalent</li> </ul>   | <ul style="list-style-type: none"> <li>• Mentoring or coaching qualification</li> </ul>   |

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| <b>Knowledge</b>           | <ul style="list-style-type: none"> <li>• Best practice and national trends in mentoring including the mentoring of students with specific needs e.g. disabilities, other widening participation students</li> <li>• Best practice in delivering effective group work</li> <li>• Processes that underpin mentoring schemes</li> <li>• Staff and structures of Higher Education Institutions and their programmes of study</li> <li>• Broad understanding of graduate occupations and sectors</li> <li>• Recruiter and alumni priorities</li> <li>• Qualitative and quantitative methods for evaluation and reporting</li> <li>• Grammar spelling and punctuation</li> <li>• IT packages including word, PowerPoint, databases and excel</li> </ul> | <ul style="list-style-type: none"> <li>• Data protection</li> </ul>   |
| <b>Relevant Experience</b> | <ul style="list-style-type: none"> <li>• Organising/coordinating mentoring schemes</li> <li>• Designing and delivering group work aimed at professional staff</li> <li>• Working in teams</li> <li>• Communicating with key internal stakeholders and building relationships with professionals</li> <li>• Resolving sensitive and complex mentoring issues</li> <li>• Evaluation of the effectiveness of services/schemes including collecting and analysing data and report writing for senior management</li> <li>• Using and designing online training platforms, VLEs and social media (LinkedIn/Twitter)</li> <li>• Use of databases</li> <li>• Line management experience</li> </ul>   | <ul style="list-style-type: none"> <li>• Design of promotional materials</li> <li>• Creation of databases specifications</li> <li>• Designing and delivering group work relating to mentoring or coaching aimed at professional staff</li> <li>• Providing mentoring supervision</li> </ul> |
| <b>Disposition</b>         | <ul style="list-style-type: none"> <li>• Strong work ethic</li> <li>• Student centred</li> <li>• Reflexive</li> <li>• Innovative mind-set</li> </ul>  |   |

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| Completed by: Tania Lyden | Date: March 2019 |
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