

JOIN OUR TEAM

MENTORING PROJECT MANAGER

(REF-085)

Registered Charity 1115222
Registered Company 5664605

MENTORING PROJECT MANAGER

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Our aim is to give young people the opportunity to create a better future for themselves. If you believe in making a difference in young people's lives as much as us, and have experience managing projects, then this is the opportunity you've been waiting for.

The Mentoring Project Manager has a critical role within the business. Our mentoring services help support young people aged 11-29 throughout the West Midlands to increase their life skills and employability.

This role will report directly to the Senior Leadership Team and is responsible for ensuring our mentoring service team continues to contribute to the organisation's strategic aims and action plan.

We're looking for an excellent team manager who has experience working with a diverse, enthusiastic and growing team. You'll also need to have sound knowledge of mentoring practice and expertise in developing and maintaining external relationships with key stakeholders.



**UP FOR THE
CHALLENGE?**

WHY WE EXIST

We believe in giving young people the opportunity to create a better future for themselves.

Sport 4 Life UK is here to help young people (aged 11 to 29) move into sustained education, training and work through sports-themed personal development.

WHY SPORT 4 LIFE UK?

All that we do is focused on changing the lives of young people.

We know that change has to start from within, and everyone, especially young people, respond better to positivity, encouragement and enthusiasm. So we pay particular attention to our team. Belief and trust in our team is one of our central values as an organisation, and we strive to create a positive, progressive and transparent team culture.

Our staff are proud to work for Sport 4 Life UK and are united in working to achieve the organisation's vision and mission. As a family, we are loyal, honest, transparent and trust each other.



Tom Clarke-Forrest

**ALL THAT WE
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JOB SUMMARY

As Mentoring Project Manager, you will be responsible for ensuring project performance outcomes are achieved in line with the organisational outcomes and Action Plan.

Previous experience in managing a team is essential as you will be supervising our growing mentoring team. Your own mentoring expertise and knowledge of mentoring practice will help your team continue to support young people in developing essential employability skills.

A key part of this role is to encourage the continued professional development of the mentoring team and develop new, creative ways to increase referrals and recruitment of young people into our services.

Here's an itemised summary of the role and application deadlines:

Position	Mentoring Project Manager
Contract Type	Full-time
Team	Mentoring, Operations
Reports to	Head of Research & Impact
Pay band	£28,500 - £34,000 per annum
Working hours	37.5 hours per week
General hours:	Monday - Friday 8.30am - 4.30pm (with evenings and weekends required) Reasonable flexible working adjustments considered
Location	Birmingham, West Midlands
Application deadline	Sunday 7th March 2021 (midnight)
Interview dates	Wednesday 17th March 2021

At Sport 4 Life UK, we expect high standards from all our employees, which is why we always find ways to give as much in return. In addition to your competitive salary and pension scheme, benefits include, 25 days annual leave (starting), flexible working, and staff socials (when it's safe to do so).

PERSONAL ATTRIBUTES

Essential employee values:

- ✓ A motivation to change the lives of young people
- ✓ A Team player
- ✓ A progressive attitude
- ✓ An infectious passion, enthusiasm & charisma
- ✓ High level of resilience
- ✓ The ability to complete administrative tasks and use computers (e.g. email, word processing)
- ✓ Demonstrable ability to communicate and engage with a wide and varied range of stakeholders face to face, one to one and in a group
- ✓ The ability to lead, inspire and motivate others to improve performance
- ✓ The ability to communicate effectively, both orally and in writing, to a range of audiences
- ✓ Problem solving skills, and the ability to use initiative in finding solutions
- ✓ A willingness to undertake continuous personal development
- ✓ A polite, professional appearance & manner
- ✓ A fully enhanced DBS disclosure

Desirable

- ✓ An interest in and passion for sport
- ✓ Driving license and use of own car



REQUIREMENTS

As this is a new position, we are looking for someone who has experience in developing a role, or willingness to take ownership and overcome unforeseen challenges.

To be seriously considered for this role, candidates must have:

- ✓ A relevant degree in youth education/sport development/project management or equivalent experience
- ✓ A minimum level 3 qualification in leadership or management or equivalent experience
- ✓ Demonstrable experience of administering, managing, monitoring and evaluating projects effectively
- ✓ Experience of developing new referral partners and creatively communicating a service offer to increase access to a project for service users.
- ✓ Demonstrable experience of working in an environment with young people, ideally NEET young people
- ✓ Experience of building and sustaining effective partnerships and external networks
- ✓ Experience in line management
- ✓ Experience of data inputting, self-administration and M&E processes
- ✓ Experience of performance management and process
- ✓ Experience of working in an environment where safeguarding and child protection is of high importance
- ✓ Excellent organisation, planning and prioritisation skills, with the ability to manage a diverse workload

Desirable experience includes:

- ✓ A relevant Level 3 qualification in Mentoring
- ✓ Evidence of CPD in youth education sector
- ✓ Line management within a charitable organisation
- ✓ Delivering personal development support
- ✓ Working with and mentoring hard to reach young people
- ✓ Understanding of the challenges young people face when trying to find and embark on and sustain further education, training or employment
- ✓ Understanding of how mentoring can support a young person to achieve their goals

In addition to demonstrating the above, candidates must also demonstrate a passion for changing the lives of young people. Everyone we employ is recruited based on our values. A summary of role responsibilities can be found on page 8.

HOW TO APPLY

To apply for this position you need to complete the online application form.

You will also need to upload the following documents:

YOUR CV

YOUR COVER LETTER

stating why you believe you are the right person for the job
and how you meet the job and person specification
(please limit this to one side of A4)

Applications from under-represented and minority groups
(e.g. diverse ethnic communities) are particularly welcome.

TO APPLY PLEASE VISIT
[SPORT4LIFE.ORG.UK/VACANCIES](https://sport4life.org.uk/vacancies)

Deadline day for application is: **MIDNIGHT SUNDAY 7TH MARCH 2021**

MAIN RESPONSIBILITIES

Project & Service Management

- To manage the effective and efficient delivery of the mentoring service, with particular emphasis on quality and continuous improvement, performance management, financial, risk management, safeguarding and contractual requirements
- To ensure the continued financial viability of our services through sound budgetary management – ensuring budget lines are met and communicated regularly through monthly supervisions and quarterly updates
- To lead on the development and reporting of effective information to support funding relationships, service development and strategic decision-making.
- To ensure detailed programme planning and mobilisation practices are embedded and documented, and any learning shared cross-service
- To identify and adapt Mentoring services curriculum and content to maximise progression opportunities for young people in line with identified strategic gaps/ priorities

Line & Performance Management

- To lead and develop a high-performing Mentoring team to deliver programme activity and outcomes.
- To effectively manage the Mentoring team, inclusive of setting targets and objectives, and monthly supervisions, with regular feedback provided to line manager
- To ensure Employability Mentors have access to resources and information to successfully carry out job role
- Lead Mentoring Team Meetings – preparing, facilitating and action responsibilities.
- To manage the Mentoring delivery budget; ensuring effective management and following of procedures.
- To conduct quality assurance visits, spot checks, and audits inline with our M&E processes
- To oversee the implementation of training/learning opportunities to expand the capability and capacity of delivery staff.
- To oversee the timetabling and management of sessional staff



MAIN RESPONSIBILITIES

Partnerships & Recruitment

- To broker, maintain and develop key partnerships to increase referrals onto our services
- To develop and utilise recruitment and progression insights to maintain existing, and develop new outreach and referral partnerships across the West Midlands
- To liaise with point of contact at established partners – i.e. schools and/ or Job Centre Plus to maintain effective working relationships in order to provide effective holistic support and mentoring
- To work alongside the wider team to develop recruitment activities that follow the Customer Journey inclusive of (but not limited to); sports engagement and tournaments, Open Day recruitment events, school assemblies, partner presentations, and JCP engagement
- To oversee and support the Mentoring team in order to successfully recruit young people across services
- To convert young people from referral through to engagement on Mentoring services
- To work with Head of Business Development to plan, organise and coordinate outreach activities to recruit target young people within allocated areas of the community; Parks and Open Spaces and other suitable environments
- To work with the Head of Business Development to manage relationships with existing and new corporate partners and/ or funders
- To ensure the Mentoring team undertake our Intake & Assessment process with newly recruited young people
- To ensure established referral partnerships continue to be positive and rewarding to Sport 4 Life UK
- To identify and develop partnerships and progression opportunities for young people with employers, delivery partners, referral partners, employers, and strategic partners
- To ensure the organisation is presented in an appropriate and professional manner to commissioners, funders and other stakeholders
- To oversee cross-service referral from the Mentoring Service to the Training and NCS services

Monitoring & Evaluation

- To ensure the Mentoring team are adhering to all M&E requirements
- To record and track client progress and gather required monitoring data
- To input required data into our CRM system in a timely manner as per the M&E process
- Adhere to the M&E process inclusive of, but not exclusive to registers, intake and assessment data, all outcome data, client feedback, and partner feedback
- To regularly review Mentoring services and feedback to Head of Operations & Contracts inclusive of (but not limited to), outcomes performance, recruitment, delivery content, M&E input, young person feedback, and caseload management

MAIN RESPONSIBILITIES

Strategic / Leadership

- To prepare for, report accurate and effective information, and add value to Management Meetings
- To contribute to the achievement and review of progress against the Business and Action Plan
- To support across both Sport 4 Life UK Training and NCS services to achieve organisational wide aims including but not exclusive to recruitment, internal referrals, delivery and other responsibilities deemed appropriate by management
- To uphold and reflect Sport 4 Life UK values and mission statement
- Analyse and evaluate personal performance and project performance
- To complete basic administrative duties
- To assist the Head of Operations & Contracts and Senior Leadership Team with any other duties, as required
- Accountable to their Line Manager
- Line management responsibilities
- Budgetary responsibility
- Attendance at monthly Management Meetings

General Duties

- To support across both Sport 4 Life UK Training and NCS services to achieve organisational wide aims including but not exclusive to recruitment, internal referrals, delivery and other responsibilities deemed appropriate by management
- To uphold and reflect our values and mission statement
- Analyse and evaluate personal performance and project performance
- To complete basic administrative duties
- To assist the Head of Operations & Contracts and Senior Leadership Team with any other duties, as required

Scope of Authority

- Accountable to their line manager
- Line management responsibilities
- Budgetary responsibility
- Attendance at monthly management meetings

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post-holder will perform. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.

ABOUT SPORT 4 LIFE UK

WHAT WE DO

Sport 4 Life UK is proud to create a better future for young people (aged 11 to 29) by improving their employability and key life skills, through its sports-themed personal development programmes.

We deliver two core services:

EET: A personal development service for socially excluded 11 to 18 year olds. This initiative is designed to prevent young people becoming NEET in the future. It is a proactive and strategic intervention, tackling the issue of youth unemployment at source, by developing their key life skills such as confidence, communication, leadership and respect.

NEET: An employability and personal development service for 18 to 29 year olds who are NEET. This initiative focuses on developing young people's employability and key life skills. It provides them with support to move into sustained education, employment, or training.

Delivered in both the school and community setting, activities across both services include: structured sport sessions (that develop key life skills), one-to-one mentoring, accredited qualifications, corporate engagement (e.g. formal mock interviews and employer encounters), social action and employability workshops. Young people are recruited from a wide range of avenues, including open access sport sessions, referral partnerships (e.g. job centre plus), community outreach and digitally, and then go through a structured in-take and needs assessment so we better understand their barriers, challenges and key needs. Young people then move onto a mentor's caseload, who will act as their key point of contact through their journey with Sport 4 Life UK. On a needs-led basis, young people then progress onto different activities to support their progression.

WHY WE EXIST

OUR MISSION

Sport 4 Life UK believes in a level playing field where every young person has the opportunity to create a better future for themselves.

We are proud to provide the opportunity for young people (aged 11 to 29) to prepare for and move into sustained education, employment, or training by improving their employability and key life skills, through our sports-themed personal development services.

OUR VALUES

All that we do is focused on CHANGING the LIVES of young people.

We are committed to empowering and inspiring young people to unlock their true potential through our sports-themed personal development services. We embrace diversity, offer unconditional support, and provide tangible opportunities for them to make a positive change in their lives.

We are a TEAM

Our staff are proud to work for Sport 4 Life UK and be part of its family. We are loyal, honest, transparent and trust each other. We are united in working to achieve the organisation's vision and mission.

QUALITY runs through the core of the organisation

Our youth-led, bottom-up approach ensured the standard of our service and services are of the highest calibre and successfully address the needs of our young people. We have invested heavily in our ability to evidence our impact effectively to partners and stakeholders. We are professional and have strong governance, structures, policies and processes in place.

We do not stand still – we are a PROGRESSIVE organisation

We are a forward-thinking, dynamic organisation which operates both proactively and responsively. We push through and break down barriers so we can always go above and beyond for our young people.

EMPLOYEE BENEFITS

At Sport 4 Life UK, belief and trust in our team is one of our central values as an organisation. We expect high standards from all our employees, which is why we always find ways to give as much in return. Below is a summary of some of the benefits and rewards on offer at Sport 4 Life UK.

Further information is available in the Employee Handbook, contract of employment and company policies. These are subject to review.

Pension Scheme	Eligible employees are enrolled onto the Sport 4 Life UK company scheme operated by The People's Pension (TPP) after 3 months of their start date. Currently, Sport 4 Life UK contributes 3% of gross basic salary, and employees are required to make a gross contribution of 4% of gross basic salary (which is equal to a net contribution of 3.2%, with 0.8% topped up from government tax relief). This is subject to change and may increase in the future.
Employee Assistance Programme (EAP)	Access to a 24/7 confidential helpline and online information, including a number of one-to-one counselling sessions if needed. Provided by 'Health Assured', support covers everyday issues including mental health and wellbeing, stress, family, money, health and work.
Annual Leave (incremental)	0-3 years service: 25 days 3-5 years service: 27 days 5 years+ service: 30 days +8 public holidays per year
Flexible Working	Flexible working hours, option to work from home (as per Sport 4 Life UK Employee Handbook) and TOIL process.
Enhanced Sick Pay	Enhanced sick pay (on top of SSP) in line with Employee Handbook, following successful completion of probationary period.
Training	Opportunities to access formal and informal training
Travel	Travel and subsistence policy covering mileage (£0.45 per mile)
Staff Survey	Have your say in the annual (and anonymous) staff survey
Staff Socials	Staff social programme throughout the year
Mobiles / Tablets	Mobile phone and tablet for selected roles
Team Meetings	Quarterly meetings with the whole staff team
Opportunity for Trips	Limited number of opportunities to participate in international events, in line with the organisation's partnership with streetfootballworld
Discounts	Access to discounts through the BHSF (through GBCOC membership)

WORKING WITH US

Sport 4 Life UK is a great organisation to work for. We are a progressive, dynamic and forward thinking organisation with a very clear and ambitious strategy for our future. Belief and trust in our team is one of our central values (see below), and we strive to create a positive, progressive and transparent team culture.



At our last annual staff satisfaction survey, all employees rated us the following (out of 5):

**OPPORTUNITY
TO DEVELOP
AND PROGRESS**

4.17

**I WOULD
RECOMMEND
WORKING AT
SPORT 4 LIFE UK
TO OTHERS**

4.72

**PROUD TO WORK
AT SPORT 4 LIFE UK**

4.67

Youth unemployment is not yesterday's problem. The road ahead is challenging and uncertain, but we will work tirelessly to support young people most in need and ensure that their futures are not defined by their present.

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