

Mentoring Co-Ordinator

Job Description.



Menai Science Park Ltd

Our vision is "To ignite ambition & innovation for a sustainable Wales."

Job Title	Mentoring Co-ordinator
Line Management	Business Support & Project Development Manager (M-SParc)
Reports to	Business Growth Advisory Team Manager
Salary	£25,000 - £26,500 Pro Rata
Hours of Work	37.5hrs
Term	2 Years Initially
Division	Business Wales: Business Development and Growth Service
Location	Based at Menai Science Park (M-SParc) M-SParc Hot Desking and Co Working Locations.
Travel	Requirement to visit sites and clients and attend events, will mean that ability to travel is essential.

Making a Difference

This is an exciting prospect and excellent career opportunity to become part of the M-SParc team, working on Business Wales programme. As the Mentoring Co-ordinator you will develop a strong network of business mentors to connect with Business Wales clients (mentees), to enable them to reach their growth potential.

Mentees will be encouraged and empowered by experienced mentors. Mentored businesses benefit from increased turnover, productivity and employee numbers as well as being supported to develop a strong network. They learn from experienced business owners, see increased self-confidence, develop and improve communication skills and gain a better understanding of the business world.

The Contract

Will be shared with the candidate upon appointment.

Introduction

M-SParc in partnership with Business in Focus and Menter Môn have secured the contract to deliver the Business Wales service. Known collectively as Enterprise Partnership Cymru (EPC) we will be providing advice and support to entrepreneurs pan-Wales, on behalf of the Welsh Government.

EPC was successful in their bid to deliver both Business Wales advice services; Entrepreneurship and Start-up Service and Business Development and Growth Service.

The role is a part of the dynamic Business Development and Growth Service which focuses on providing a wide range of advice to growing businesses through a variety of means including digital, telephone and face to face support.

M-SParc (a wholly owned subsidiary of Bangor University) is a Science Park aimed at supporting knowledge led enterprises and projects to grow and succeed. Further details can be found on our website www.m-sparc.com and on our social media channels.

The Role

The Mentoring Co-ordinator is an integral part of the Relationship Management Programme (RMP) within the Business Wales service:

- To develop a strong network of business mentors with a broad understanding and experience of business.
 - To provide a service for Business Wales clients that enables them to access mentoring through the appointment of a Business Mentor, to enable them to remain viable and/or reach their growth potential.
 - To oversee and promote the Business Wales Mentoring Programme
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The Responsibilities

1. In collaboration with Relationship Manager and Growth Adviser colleagues, undertake a detailed discussion with the client to establish an understanding of the client business and needs, identifying their mentoring requirements.
2. Collaborate with all advisory colleagues and Adviser Team Managers to get referrals of mentors and mentees looking to participate in the BW Mentoring Programme.
3. Undertake a detailed discussion with potential mentors to establish if the individual is suitable to provide mentoring and to establish a diverse portfolio of mentors for a wide range of client needs that reflect the economy locally.
4. Manage allocated portfolio of Mentors; coordinate initial introductions to mentees, conduct onboarding and training for new mentors, completing the necessary paperwork in compliance with contractual requirements and operational procedures.
5. Manage an established portfolio of clients and mentors to effectively match clients and mentors, achieve set targets/outcomes and regional objectives. Ensure mentors reflect diverse range of industries, sectors and specialisms.
6. Undertake follow-up calls to evaluate the effectiveness of the service, progress being made in relation to the original client priorities and objectives.
7. In collaboration with BW colleagues, review client's progress and ascertain if any further support is required, cross-refer to retain engagement with the service or signpost to external partners as appropriate, and review client satisfaction. Liaise with Delivery Manager and Advisory Team Managers to ensure client service is comprehensive.
8. Identify and encourage clients with the potential to be BW ambassadors or to participate in the BW Mentoring programme as a Mentor.
9. Ensuring all data and business metrics required to evaluate the service and contractual requirements are maintained in line with agreed protocols.
10. Attend networking and engagement events to promote the Mentoring and wider Business Wales service to potential mentors, mentees, and stakeholders. Generate client referrals for BW support.
11. Proactively identify clients with successful outcomes for marketing and PR case studies to promote the BW service.
12. Undertake the accurate management of client data ensuring all activity is recorded on digital platforms and IT systems. Evidence in the necessary digital paperwork, in compliance with contractual requirements and operational procedures.
13. Proactively share intelligence information on a regular basis to develop engagement, reach and service provision in the appropriate forums, as directed by Delivery Manager and Business Growth Advisory Team Manager.
14. Undertake duties to a high standard of customer service in a professional and timely manner. Maintain good knowledge and understanding of public and private sector support and services available for SMEs for the region.
15. Undertake duties to a high standard of customer service in a professional and timely manner. Maintain good knowledge and understanding of public and private sector support and services available for SMEs regionally and pan Wales.
16. Undertake any other duties as reasonably required by the Senior Management Team.

Equality & Diversity:

17. Promote the equality and diversity through the business support provided to Business Wales' clients;
18. Maintain an up-to-date awareness, training and CPD of equality & diversity issues and how to professionally deliver an inclusive service to all clients.
19. Deliver an inclusive service in line with contractual requirements.

The above is a broad definition of the job responsibilities. It does not consider every aspect of the job which the jobholder may be required to perform. Flexibility is essential since the jobholder's working hours will be determined by the requirements of the business.

The Person Specification

Requirements	Essential	Desirable
Education & Training		
Business related qualification, e.g. ILM Level 2 Business Support, NQF Level 3 Business Administration, or higher		✓
Experience & Knowledge		
Significant experience of working in services that provided business support <u>AND</u> directly with clients OR In an industry that provided business advice Experience working in business support in either public or private sectors.	✓	
Working to achieve targets/regional objectives	✓	
Experience of presenting online and/or face-to-face to diverse groups.	✓	
Experience of hosting networking events	✓	
Good knowledge and understanding of the needs and issues impacting SMEs in Wales, the economy in Wales and wider influences in the UK. Understanding of local / regional differences in the Welsh economy.	✓	
Good awareness and knowledge of business support available from public and private sectors	✓	
Knowledge of equality and diversity when providing a public service.		✓
Skills & Competencies		
Establishing and maintaining an effective network of contacts in line with regional strategy and performance objectives.	✓	
Effective in determining priorities, planning time, organising workload to establish measurable results, objectives and milestones for self and others.	✓	
Communication - verbal: Adapts style and detail to audience. Ability to interact effectively with people; persuading and influencing people at all levels; explains/presents information concisely and logically.	✓	
Communication - written: Adapts style and detail to audience. Presents information accurately, succinctly, and logically.	✓	
Customer Service – Works and collaborates with others effectively, is able to identify needs and deliver workable	✓	

solutions, manages expectations, modifies individual approach to different situations.		
Learning/Improving – proactively seeks information, learns from mistakes and promotes constructive feedback	✓	
Analysis and use of evidence – gathers the relevant information, presents evidence concisely and makes rational judgements	✓	
Effective working productively, adapting and accepts changing circumstances	✓	
Excellent developed skills using digital platforms with strong IT skills, e.g. Microsoft Office/365.	✓	
Welsh Speaker is always highly desirable and can be essential in some circumstances, subject to existing resource capability at that time. <i>(NB: Each vacancy will specify if highly desirable or essential and applications will be considered on a case-by-case basis.)</i>	✓	✓
Valid UK driving license and use of vehicle to travel in region on a regular basis to fulfil duties, e.g. attending events, meetings.	✓	