North East Local Enterprise Partnership

Job Description

Job Title:	**Mentoring Coordinator (A4731)**
Service:	**North East Local Enterprise Partnership**
Responsible To:	**Programme Manager - Growth Hub**
Grade:	**N6** **Points: 476**
Host Employer:	**North of Tyne Combined Authority**

Primary Purpose

1.1 Develop and manage the North East Growth Hub's mentoring provision and peer to peer activities. Mentoring is pivotal to the North East LEP's Business Growth Programme and critical to it achieving its aims of motivating, inspiring and supporting peer-to-peer engagement which helps drive future business growth and productivity improvement. Building on the activities of our Growth through Mentoring programme you will work with and grow our pool of mentors to meet the targets and objectives of the Business Growth plan.

1.2 Identify and develop new business relationships with business leaders to drive demand for mentoring and the North East Growth Hub to encourage small to medium sized businesses to adopt the business support services that will assist them to start, grow and improve.

1.3 Work with the Growth Hub's Provider Network and manage stakeholder relationships to ensure co-ordinated delivery of the Peer to Peer action learning project.

Principal Responsibilities

2.1 Build effective relationships with the North East Growth Hub community and articulate the value and benefits of mentoring as an approach to support leadership development, business growth and productivity improvement to stimulate interest and demand for mentoring.

2.2 Identify and recruit new mentors; assessing suitability and gaining commitment to give their time altruistically.

2.3 Identify, manage and build a pipeline of mentees to be matched with mentors.

2.4 Engage with senior leaders confidently exploring barriers to growth capturing personal and practical challenges.

2.5 Enable action by pairing mentees with Growth Hub mentors, evaluating and recommending an appropriate match.

2.6 Recognise when mentoring isn't the most appropriate course of action and impartially signpost to support available through the Growth Hub.
2.7 Manage the client and mentor journey and ensure the experience is to a high standard. Conduct regular monitoring, resolving issues and re-matching as required.

2.8 Working closely with the Programme Manager design and develop mentor and mentee engagement sessions and co-ordinate agreed activities.

2.9 Review and enhance the resources to support mentoring activities.

2.10 Develop ideas and work with the Programme Manager to enhance the Growth Hub's mentoring offer to meet the needs of the business community.

2.11 Work closely with the communication team to help inform promotional activities to raise the awareness of mentoring and other peer to peer activities.

2.12 To be first point of contact and manage stakeholder relationships for the Peer to Peer Action Learning Project.

2.13 To co-ordinate the delivery of Peer to Peer activity, maintaining regular contact with partners to enable the delivery of action learning sets, reviewing activity and sharing best practice to improve the overall customer experience and developing strong working relationships with partners.

2.14 To support with the project management of Peer to Peer activity to keep track of progress and support as necessary to ensure successful outcomes.

2.15 Build effective relationships with the North East Growth Hub community and business support provider network.

2.16 Identify and generate new clients for the Growth Hub through a range of activities including telesales and networking.

2.17 To represent the North East LEP and the North East Growth Hub at networking, forums and other external events.

2.18 To collect client and customer journey information for programme management purposes and to satisfy the Growth Hub's monitoring and evaluation framework for all interventions.

2.19 Carry out any other tasks reasonably requested by the Business Growth Director and Business Growth Board on behalf of the Business Growth Team.