Workforce North (Community Delivery) Lead
Job Description and Person Specification

Job Title: Workforce North Lead
Team: Schools and Mentor Services
Location/Region: North (Highlands and Islands)
Contract: Fixed Term 1 year
Hours: 37.5
Grade: 4, PA13
Salary: £32,703

Manager: Head of Schools/Programme Manager
Line Management Responsibility: N/A

Role Overview

The Workforce North (WFN) lead role is key to MCR Pathways contribution to the Workforce North project in the Highlands and Islands. You will be responsible for building, coordinating, and maintaining the infrastructure that allows our transformational mentoring programme to thrive inside schools and in the employability landscape. You will contribute to providing career focused mentoring support for secondary school young people who are looking to disengage from education at the end of their 4th year; empowering them to focus on their goals and realise their potential. You will build trusted relationships, manage multiple caseloads, and collaborate with schools, community partners and businesses. You will provide operational delivery, support volunteer mentor onboarding and provide support for Pathways Coordinators within the Workforce North area.

Key Responsibilities & Job Description

Young People Engagement & Partnerships

- Young People & Families: Connect and build trusted relationships with young people, ensuring high levels of young person participation, progress, attainment, and positive destinations, including developing ways to attract disengaged young people.
- Private, Public & Voluntary Sector: Establish and grow partner relationships supporting in-school and community delivery of mentoring.
- Capitalise on established partnerships with key organisations like council, DYW and SDS to support local in-school and community delivery.

Operational Caseload & Coordination

- Carry an operational caseload of young people and mentors in schools, and potential other settings, coordinating logistics and building relationships with referral sources.
- Actively support all young people to work towards rapidly securing a mentored relationship. Encourage and support their full participation and to get the maximum benefits from mentoring once matched.
- Conduct regular progress and impact reviews with young people on the programme and provide support and challenge to stay on track
- Support mentors once matched with a young person through effective inductions and training.

Project Lead & Safeguarding

- Ensure the MCR mentoring model is in line with the needs of WFN, in educational settings and potential community settings, establishing clear structures and protocols for community settings.
- Identify safe, non-stigmatising, and appropriate venues for mentoring and activities.
- With support from colleagues and partners where appropriate, ensure safeguarding vetting/monitoring of venues for any WFN activities and complete robust risk assessments.
- Build a strong knowledge base to support scaling up similar workforce initiatives across the UK.

Mentor Recruitment, Retention & Engagement

- Collaborate with Partnerships and Mentor Services teams to ensure a steady pipeline of suitable mentors.
- Organise mentor recruitment events and deliver information sessions to local partners and community groups.
- Coordinate and deliver WFN Mentor Training.
- Consistently support and actively engage mentors, promote Mentor Hub usage, and address/escalate mentor issues appropriately.

Knowledge & Programme Development

- Maintain current knowledge of relevant legislation, local/regional priorities, community and school intelligence, and young people's needs.
- Work with the Head of Region to align interests of key partners (DYW, SDS, Local Authorities, funders) and develop collaboration opportunities in line with MCR strategy.
- Ensure the balance and mix of provision is appropriate to meet organisational goals and Workforce North priorities.

Monitoring, Evaluation & Programme Feedback

- Collaborate with colleagues and Head of Region to address performance issues and analyse programme impact.
- Feedback best practice examples, exceptions, and variances across responsible communities.

- Compile and submit frequent, high-quality case studies and good news stories
- Contribute to gathering evidence of outputs, outcomes, and impact for reporting to stakeholders and funders.
- Lead MCR Pathways involvement in WFN, support programme reviews, and participate in continuous improvement teams and forums.

General & Work Arrangements

- Maintain safe working practices, safeguard young people, and adhere strictly to equal opportunities and diversity policies.
- Work patterns involve regular day time with required evening/weekend work for events. Requires travel across target area, home working, community venue meetings, and potential lone working/manual handling.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Person Specification

	Essential	**Desirable**
Skills & Experience	Successful experience of team working, working with volunteers and projects to maximise impact and maximise relationship building. Experience working with young people and adults, developing high standards of customer service and positive relationships. Competent digital literacy including social media and digital platforms. Experience or knowledge of processes to document and evidence good practice/outcomes. Presenting compelling, emotionally engaging training and information sessions. Data analysis and impact evaluation skills. Understanding of safeguarding and child protection duties.	Experience working with care-experienced or vulnerable young people. Knowledge of Google Drive and spreadsheets. Experience of working in a team remotely / across different locations. Experience managing/supporting volunteers. Understanding of the secondary education system, qualifications, and assessments.

	Experience of community involvement, consultation/facilitation, and project coordination. Strong teamwork, time management, and the ability to work in a multi-tasking environment.	
Abilities	Exceptional ability to build meaningful relationships with education colleagues, operational partners, mentors, employers, and young people aged 11–18. Ability to manage delivery/development in target area, Maintain high standards, and respond proactively to priorities. Ability to present information effectively and persuade organisations to engage emotionally with MCR. Self-motivated, committed to MCR Pathways' cause and values, with resilience to work across diverse environments. Proven ability to positively influence and persuade MCR Pathways stakeholders and target groups.	
Attitude & values	Positive, solution-focused approach. Understanding of challenges/barriers faced by care-experienced and vulnerable young people. Young person consistently at the heart of professional practice. Flexible, adaptable, non-judgemental, and a role model for Motivation, Commitment & Resilience.	

	Commitment to promoting equality, diversity, and inclusion. Highly self-motivated and motivational to others. Consistently demonstrate resounding commitment to organisational purpose and values.	
Qualifications	Evidence of a broad education including National 5+ (or equivalent) in Maths and English.	HNC level or above in a relevant subject (or actively working towards), e.g., Children & Young People, Social Care, Community Development, Careers, Leadership. Evidence of continuing professional development (CPD).