



**JOB DESCRIPTION:** Mentoring Assistant  
**REPORTS TO:** Mentoring Team Leader  
**LINE MANAGERS:** N/A

**PURPOSE:**

To provide support to the mentoring team including administrative, coordination and organisation of tasks – as well as proactive and reactive telephone or online support to people affected by spinal cord injury.

**VALUES**

All roles at Back Up should reflect our core values:

**We embrace challenge**

Challenge is central to our learning and growth; it helps us gain knowledge and skills. By finding ways to overcome challenge and move forward we gain a sense of achievement, supporting us to realise our full potential.

**We have fun**

We believe that having fun allows us to connect with others, whilst opening up opportunities to develop, achieve and get the most out of life, showing that there is a positive future after spinal cord injury.

**We build inclusive communities**

We achieve more for people affected by spinal cord injury when we work together. We are collaborative and inclusive in our approach. We embrace diversity, working with and supporting individuals, groups, and the wider spinal cord injury community, bringing people together.

**We are ambitious for each other**

We are driven by the needs of people with a spinal cord injury and their families. We are passionate, striving to be the best. We set high standards, and we work hard to reach them. We are proactive, push boundaries, try new approaches and we learn quickly. We recognise that failure doesn't have to equal loss, rather an opportunity for growth. We listen to what people affected by spinal cord injury want and we seek innovative responses based on their feedback.

**PRINCIPAL ROLES:**

Administration, Coordination and Organisation

- Dealing with referrals, gaining an understanding of people's needs and aspirations, preparing them for mentoring
- Keep accurate records all interactions with people affected by spinal cord injury, ensuring that enquiries are followed up where required.
- Monitoring, measurement and evaluation of outcomes of the service

- Provide periodic support to the mentoring teams at 'pinch points' in their work programme. This may include but is not limited to;
  - working as part of a team to coordinate events or training, for staff, volunteers or service users
  - working with the mentoring team to support them in recruitment and onboarding of new mentors
  - liaising with the communications team to ensure external messaging related to the mentoring service is up to date and accurate
- Continually work to identify areas of potential efficiency and improvement in working practices that will further support service delivery.

#### Other duties and responsibilities

- Maintaining accurate records on the database, adhering to all relevant policies and procedures
- Be a 'Data Champion', leading by example on the importance of good data practice and hygiene.
- Prepare reports and information relating to services performance.
- Work as a team, consulting with others to ensure you give and receive high quality support
- Keep Back Up informed of the issues affecting the people you communicate with
- Other duties as required by the Mentoring Team Leader

### **KEY RELATIONSHIPS**

The post holder will be required to proactively and reactively engage with staff, volunteers and people affected by spinal cord injury, including but not limited to;

- Back Up Services staff and volunteers
- Back Up Fundraising staff and volunteers
- Back Up Communications staff
- Back Up's Senior Management Team
- Service Users and their families
- Service delivery, operational and/or corporate partners as required

### **PERSON SPECIFICATION**

#### **Requirements**

- Work flexibly within a team and communicate well with other colleagues, ensuring transparency and accountability in their work and that colleagues, including managers, are briefed on potential issues.
- Taking a proactive approach to problem solving
- Appreciate and learn from others to inform your work

The postholder will need to be highly organised in relation to work programming and in time management, with excellent attention to detail and ability to adapt to changing programme requirements.

The postholder is specifically required to work in a proactive manner, identifying problems and proposing solutions and alternative courses of action whilst promoting Back Up's values at all times.

The postholder will be required to:

- To use Back Up's electronic communications systems, database, spreadsheets, word processing packages and templates competently and promote good data management practices. Support the wider teams to analyse, interpret and present data and information to highlight positive outcomes, issues and risks to support and enable decision making.
- Adhere to risk and safeguarding management plans and ensure service procedures for managing risk are followed, seeking appropriate advice and authorisation from managers where required.

### **Essential Requirements**

- Excellent skills in the use of MS Office365 suite of products
- Relevant qualifications and training – or demonstrable experience relating to the role responsibilities
- Knowledge acquired through experience or training.
- Commitment continued professional development

### **Skills and Abilities**

- Exceptional skill and confidence in the use of a range of computer software and database solutions.
- Willingness to learn and explore new ways of working to promote efficiency.
- Ability to build constructive positive relationships with both external and internal contacts to achieve results.
- High level of interpersonal skills, tact and diplomacy to relate positively to stakeholders and promote good relationships.
- Excellent planning skills and disciplines
- Ability to communicate confidently with people at all levels
- Ability to help colleagues to interpret and understand data and reports
- Ability to represent Back Up appropriately to service users, senior managers and members across partner agencies

### **Experience:**

- Demonstrated experience in the management and coordination of tasks and programmes of work.
- Demonstrated experience of providing telephone or online based support to vulnerable groups (desirable)
- Experience of managing a workload with competing demands.
- Experience in managing projects (desirable)
- Personal experience of spinal cord injuries and the issues surrounding them (desirable).

### **Knowledge of:**

- Working practices and the ongoing challenges facing the voluntary sector
- Spinal cord injury or physical disabilities