

PERSON SPECIFICATION

Post:	Education Services Pathways Co-ordinator (school based)
Job Family/ Grade/Level:	Social Renewal, Learning and People Development (SR4), Grade 5
Summary of Role:	<ul style="list-style-type: none"> • To work closely with key staff within your allocated school to ensure the success of the programme • To recruit and support young people and mentors into the programme and conduct mentoring interviews • Manage groups of volunteers and conduct mentoring interviews • Actively engage with mentors via both online/off-line communities • To oversee and facilitate the mentor matching service between young people and their mentors as part of the Education Services LAC Mentoring Programme • To provide basic, first response support and signposting to young people and their mentors to access appropriate business, FE and HE opportunities • Work with statutory, non –statutory and voluntary sector providers • To establish and maintain a full and up to date record of young people, mentors, matches made and associated outputs / impacts • To provide support/input to the monitoring and research component elements of the programme • To collate and process all relevant consents/documentation and store securely. <p>To engage all Mentors/Parents and Carers into the programme and the school/online community and and increase parent/carer awareness of educational opportunities</p> <ul style="list-style-type: none"> • To analyse data via Seemis and/or CareFirst databases and update relevant electronic systems as required • Attend all relevant meetings as required • Deliver training sessions to mentors • Deliver one to one support and also group work, as required, to mentors and volunteers <p>Support Project Manager with citywide initiatives as and when required</p>

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CRITERIA	ESSENTIAL	DESIRABLE	EVIDENCE
Education, Qualifications & Training	HNC or equivalent experience in Social Science / Youth Work / Community Learning and Development / HR/ Education	Experience of supporting mentoring programmes Experience of recruitment and selection processes and procedures	Application Form Certificates
Skills	Well developed communication skills; including the ability to work with groups of people and individuals from a wide range of backgrounds. Experience of working within a school / Social Work / Youth Work setting Able to work with complex data sets and maintain accurate client records – using Microsoft Office applications Ability to prioritise workload to maintain a young-person centred service Able to manage change effectively and work flexibly to ensure a consistently high quality of service is delivered	Experience of supporting mentors Experience of working with vulnerable groups / young people Experience of carrying out training needs assessments Experience of using specific public sector client management systems – e.g. SEEMIS, CareFirst Experience of delivering training to individuals or groups Experience of operating Google Docs	Application Form Interview References
CRITERIA	ESSENTIAL	DESIRABLE	EVIDENCE
Knowledge	Understanding of the key principles of mentoring programmes Knowledge of Opportunities for All Policy and various progression routes available to young people leaving school Knowledge of Glasgow's secondary education sector, its schools and support services	Knowledge and understanding of the Children's Hearing and Looked After Children policies in Scotland Knowledge and understanding of Curriculum for Excellence and Getting it Right for Every Child strategies Knowledge of the support service infrastructure across Glasgow's statutory and voluntary sector	Interview References
Other		Clean, current driving licence	

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Competencies			
Personal Effectiveness Decision Making – LEVEL 1 Self Development – LEVEL 2	<ul style="list-style-type: none"> You find out what information you need, and then get it, to make the right decisions in the time you've got You know what results you need to achieve, and how to achieve them. You're aware of your own strengths but also where you need to develop. 	<ul style="list-style-type: none"> You're focused on what you need to achieve, and not distracted by less important things. You keep up-to-date with any changes in the skills and knowledge you need. You come up with new or different ideas and ways of learning. 	App Form Reference Interview
Competencies			
Providing Excellent Customer Service Customer Orientation – LEVEL 2 Forward Thinking – LEVEL 2	<ul style="list-style-type: none"> You follow-up customer requests, to make sure actions are taken and issues resolved You change the way you do things, to meet the needs of each customer You spot problems and take action, as soon as possible, to stop them getting worse. You provide a professional, polite and high quality service. You find out what other people need by asking questions that can't be answered with just a 'yes' or a 'no'. You act on your own initiative and sort out difficult situations or problems without having to be asked. 	<ul style="list-style-type: none"> You measure customer satisfaction to find out what needs to be improved. You deliver more than you promised and try to exceed expectations. You spot the problems that other people may miss, and take action to stop a situation or crisis from happening. You form contingency plans, so that people can cope if things go wrong. 	App Form Reference Interview
Delivering Results Motivation – LEVEL 1	<ul style="list-style-type: none"> You're keen to do things, and to do them well. You set new targets for yourself, once you've reached the old ones. You enjoy a challenge. You work well, even when time is short or things are difficult. 	<ul style="list-style-type: none"> You know how you affect and influence other people. You create a good team spirit and motivate other people. You don't give up easily when you've got a job to do, or a difficult problem to solve. 	App Form Reference Interview