



ROLE PROFILE

Job title	NCS Team Mentor- Fixed term position for Summer Programme 2019	Salary	£1,235
Hours & Basis	Completion of online training and attendance at 2 days training, then work over four consecutive weeks incorporating a five day/four night residential at an outdoor activity centre, five day/four night residential at a University Halls of Residence and 8 days working Monday - Thursday at a location close to home.		
Report to (direct)	NCS Wave Leader	Report to (indirect)	NCS Site Manager, NCS Staffing Manager and NCS Project Manager

Primary purpose of role

To support a team of NCS participants through a variety of activities including a residential stay and a social action project.

Key relationships

- 1) Team Leaders
- 2) Wave Leader
- 3) Site Leader
- 4) Outdoor instructors
- 5) University staff
- 6) Representatives from local community organisations

Key role responsibilities and deliverables

- Support and engage in activities with a team of participants through all phases of NCS including the graduation ceremony in September.
- Give additional support to individuals in your team when needed, helping them to participate fully in team activities.
- Support and where appropriate, deliver daily reflection sessions and follow lesson plans provided in line with the programme curriculum and NCS ethos.
- Ensure that the programme encourages and maximises the development of employability, social, independence and problem-solving skills for all NCS participants.
- Follow the night-time supervision procedure, implemented by the site leader to provide adequate support for participants and staff on residential.
- Attend the Meet & Greet evening for your team, approximately 10 days before the start of the programme to introduce yourself and your team mentor and lead ice-breakers and team building games to encourage full participation and turn-up.
- Take responsibility for all Learn by Design property returning all equipment on the last day of delivery undamaged and in good repair.
- Keep all registers and sensitive data, safe and secure on your person at all times, following Learn by Design process and procedure.



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- Work with all delivery partners including outdoor instructors and colleagues to support and ensure the enjoyment and achievement of all participants and help them to reach their maximum potential.
- Be punctual for all meetings, rendezvous points, activities and sessions.
- Work with all members of the staff team to deliver an inclusive and diverse programme of risk assessed evening activities during Phase 2 to engage all participants.
- Implement and utilise the Positive Behaviour Management principles and strategies, outlined in staff training to establish and maintain a safe and positive learning environment for all participants.
- Work with the team leader to adhere to deadlines, procedures and timetables and ensure that all paperwork is completed correctly and handed in on time.
- Maintain regular communication and attend meetings when required with Site/Wave Leaders regarding all aspects of the team's journey throughout the programme especially with regards to participation, attendance, behaviour and achievement.
- Work with the team leader to facilitate and/or deliver timetabled phase 2 workshops and sessions according to the guidelines and lesson plans provided.
- Adhere to and apply all Outdoor Provider and University rules and regulations to your team whilst on site or campus.
- Support, supervise and engage in all evening activities during phase 2 to ensure the safety and enjoyment of all participants.
- Attend and contribute to performance review meetings with your wave leader to monitor your achievements and help you fulfil your potential in your role.
- Support and encourage your team through the planning, implementation and evaluation of a meaningful and worthwhile social action project that directly benefits people living in their local community and maximises on the talent and potential of each individual team member.
- Effectively manage the expectations and maintain the cohesiveness of your team in the delivery of their social action project and help them over the barriers and difficulties they may experience by delivering teambuilding, energising and problem solving activities.
- Guide and supervise participants to collaborate with external charities, businesses and community organisations in a professional manner to identify and pursue volunteering and fundraising activities.
- Ensure all participants complete 30 hours of social action and accurately record the information on the participant register.
- Follow all Learn by Design process and procedure with regard to cash handling associated with start-up funding and fundraising.



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- Attend the NCS graduation for your team and support them in creating a presentation showcasing their achievements for the event.
- Understand the needs of young people and ensure you offer a level of pastoral support, with the help and guidance of Welfare Officers.
- Act professionally at all times in accordance with the guidelines of the programme to ensure that NCS maintains a positive working relationship and respected reputation with colleagues, visiting speakers, charities, organisations and businesses in the community.
- Ensure all Health & Safety, Equality and Diversity and Safeguarding protocols are followed at each stage of the programme in line with staff training and Learn by Design policies.
- Positively promote the NCS programme at all times, especially when in contact with all external parties.
- Be committed to the further development of the NCS programme by providing feedback and suggestions to aid its development.
- Any other duties in line with role, salary and responsibility.

Essential Skills and Experience

- Proven experience of building a positive rapport with young people from a variety of cultural, economic and social backgrounds.
- Excellent teamwork and ability to collaborate effectively with colleagues.
- Excellent verbal and written communication skills.
- Well organised with a responsible attitude to paperwork and record-keeping.
- Experience of working in a demanding environment, and the ability to remain calm in difficult situations.
- Ability to inspire and motivate both teams and individuals to help them achieve their potential.

Personal Attributes

- Must be willing to participate fully and enthusiastically in outdoor activities, including camping, hiking, survival skills, water activities and climbing
- Empathetic and non-judgmental with a willingness to understand the strengths, fears and needs of others.
- A cheerful, positive and motivational role model with an ability to build a high level of trust with those around them



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- A can do attitude with the energy and enthusiasm to get involved with your team's activities and lead by example