

| JOB PROFILE | |
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| Company: | The Language Gallery (TLG) |
| Department: | Mentoring Team |
| Role: | Mentor Manager |
| Reporting to: | Academic Director (HE) |
| Direct reports: | Academic Mentors |
| Location: | London |
| Position Type: | Permanent, Full time |

ROLE SUMMARY

[The Language Gallery \(TLG\)](#) is a contemporary institution dedicated to providing a diverse range of programmes. Our commitment is centered around a student-centric learning and teaching methodology, emphasizing progressiveness, forward-thinking, and modern approaches tailored to meet the diverse needs of our learners.

The Mentor Manager leads a team of Academic Mentors who provide guidance and coach students on a wide range of academic topics to support their success on their academic course of study.

This post holder will develop the service working with the academics and mentor teams. This will include designing the programme of activity, overseeing delivery, and evaluating impact, with particular attention given to retention outcomes. Providing personalised support to students is key and mentors will reach out to students to ensure that they are engaging with the service and progressing effectively with their chosen programme of study. The post holder will be responsible for leading the team and developing effective learning behaviours which will enhance student attendance, engagement, submissions, and retention.

KEY ACTIVITIES

- Designing and leading the Mentor team to deliver a personalised support and guidance for students on a range of academic matters. It will ensure that students receive an education appropriate to their needs by removing barriers to learning and developing effective learning behaviour.
- Developing appropriate intervention strategies to ensure that students achieve and develop learning behaviour.
- Oversight of the Mentor team, planning and monitoring workloads, developing training, and aligning with the academic requirement of each level of study
- Identify and propose strategies that raise student achievement, which can be adapted in tutorial/academic Mentor to ensure that the service remains current and relevant to student needs.
- Working closely with the academic and admin teams to ensure that the needs of all students and particularly those with special education needs are met.
- Identifying the rationale for those students who would benefit most from intervention work, and supporting mentors to draw up and action plans for each student who needs support
- Monitoring and reporting on the implementation of all plans drawn up to remove barriers for effective learning and transition to education for all students.

- Utilising Mentor team to support academic interviewing for incoming students
- Ensuring that all support work for the student is appropriately managed in an integrated way that is focused on student attainment.
- Promoting the speedy and effective transfer of student information to ensure that Management receive appropriate weekly reports on individual student progression.
- Liaising closely with all partners, subject leaders and academics on effective implementation of the Mentor programme.
- Develop an evaluation methodology for Mentor services that addresses KPIs which include attendance, attainment and retention
- Undertaking tutorials and individual 1-to-1 meetings with students in order to support and develop the students' study skills with a priority directed towards completion of the students' coursework to a satisfactory standard.
- Compiling Individual Learning Plans, utilising with the student SMART action plans to complete tasks on time.
- Following up on student attendance and maintaining a detailed record of each interaction.
- Ensuring learning Issues are identified and appropriate remedial action is put in place.
- Sharing and implementing good practice within the GUS Group.

Specifically, your responsibilities are to:

- Provide leadership for this service by scoping the offer, overseeing the team and ensuring that students have parity of access to the service
- Provide students with academic guidance and feedback on students' progress and performance, and discuss any academic challenges they may experience.
- Introduce and champion strengths-based learning within TLG to maximise student attainment and success
- Provide signposted guidance on non-academic issues and refer students, as necessary, to the appropriate support services.
- Implement support plans for students with long-term medical conditions, specific learning differences and/or disabilities in liaison with the Disability and Wellbeing Service.
- Develop the programme of activity for mentors to enact and monitor its effectiveness
- Review and monitor the impact of the service in relation to KPIs.
- Work with relevant stakeholders across the College to support the student in terms of their engagement with their course, wellbeing and overall student experience.
- Inform the appropriate stakeholders of any students whose attendance and progress are not satisfactory.

General Duties

- To perform such duties consistent with your role as these may from time to time be assigned to you anywhere within the College.

- To Adhere to all colleague policies and procedures, including Equality and Diversity and Health & Safety.
- Respect confidentiality: all confidential information should be kept in confidence and not relates to unauthorised persons.
- To work in accordance with the Colleges’ Equal Opportunities Policy and to promote equality and diversity in your work.
- To undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the College’s Planning, Review and Appraisal scheme and staff development opportunities.
- To make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organizational effectiveness
- Demonstrate excellent Customer Services in dealing with all customers.

Requirements for the role

Qualifications/Education

| Essential | Desirable |
|---|---|
| <ul style="list-style-type: none"> • A degree in a relevant field or equivalent experience | <ul style="list-style-type: none"> • A PGCE or equivalent teaching qualification |
| <ul style="list-style-type: none"> • Experience of teaching academic skills in the UK. | |

Knowledge & Skills

| Essential | Desirable |
|---|-----------|
| <ul style="list-style-type: none"> • The ability to work and communicate effectively with colleagues across the GUS group in order to design and develop the service in support of student success • Knowledge of the range of support services available for students to access and all relevant policies and procedures • The ability to draw up realistic SMART action plans for the team to support to ensure that they are operating within the resource envelop and achieving College KPIs. • The ability to demonstrate empathy, communication, listening and interpersonal skills when dealing with adult learners, and an awareness of the particular challenges they face • The ability to adopt an organised and methodical approach to work, to be self-sufficient and self-directed in pursuit of supporting students and achieving targets | |

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| <ul style="list-style-type: none"> • Good administrative and comprehensive reporting skills • The ability to work as part of a team with other stakeholders, sharing knowledge and experience • The ability to work flexibly in support of students from a range of responsibilities and from diverse backgrounds • Knowledge of awarding body regulations and the ability to work within these • Knowledge of safeguarding and associated principles (the Prevent agenda etc.) | |
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| Experience | |
|---|---|
| Essential | Desirable |
| <ul style="list-style-type: none"> • Experience of organising and delivering Mentor practices and shaping a team to achieve these organisational goals • Experience of working creatively with students to identify strengths and their development needs to support their achievement and success • Experience of leading and managing teams in order to achieve successful outcomes • Relevant experience of teaching or providing associated student support at HE level | <ul style="list-style-type: none"> • Experience of identifying appropriate resources and agencies of support • Experience of working with students with educational support needs • Experience of working within the UK education sector • Experience of working with a range of internal and external agencies |

The post holder may be asked to undertake different or additional duties in line with business requirements at the request of their line manager.

There is an expectation that all employees will maintain the values of the Group and will comply with the code of conduct as well as equality and diversity, GDPR, health and safety and safeguarding policies.

There will be an occasional need to undertake business travel between other sites within London and across the UK.