



Mentor

The Wise Group

The Wise Group is on a mission to transform people's lives.

- The Wise Group is a leading social enterprise working to lift people out of poverty. As an enterprise, we build bridges to opportunity for the most vulnerable in our society.
- Every day we support our customers into jobs, work to lift people out of fuel poverty, and help people coming out of prison to build a better future. Our work is varied and underlying everything we do is a passion and commitment for social justice and a fairer society for all.
- We know how important it is to nurture a positive culture that is focused on the delivery of high quality, continually improving and compassionate support.
- Shaping a positive culture and promoting our values is a vital aspect of this role. Our values being:
 1. We go the distance, so our colleagues and customers reach a positive and sustainable future.
 2. We are ambitious to make a real difference every day; socially, financially, and culturally.
 3. We hurdle boundaries and innovate.
 4. We thrive through collaboration, kindness and learning together.
 5. We celebrate and respect individual difference.

The Role

- The Mentor role will play an important role in the enterprise working with customers to ensure they receive the right advice, guidance, support and advocacy necessary throughout their journey.

You'll take ownership for:

- Providing person-centred mentoring support to customers, creating a safe and trusting environment to successfully facilitate the mentoring relationship
- Managing a caseload of customers
- Mentoring and advising customers in a variety of related areas, tailoring appropriate interventions based on the customer's needs
- Providing a professional and excellent standard of service to achieve customer outcomes
- Building positive relationships and communicating effectively with internal and external partners
- Contributing as part of the team, ensuring smooth operation of the service to achieve performance targets
- Accurately maintaining all associated administrative paperwork and electronic records
- Supporting the sustainability and growth of the business by providing operational assistance and sharing your specialist expertise and insights

About you

- Experience working in a mentoring role
- Knowledge and understanding of local area and services available is desirable
- Ability to find innovative ways to work with customers to identify and find informed solutions to the challenges faced by them
- Excellent verbal and written communication skills to ensure effective reporting, customer service and provision of advice
- Experience of case management
- Enthusiasm and passion for the role
- Effective interpersonal and relationship building skills, working with people from a range of backgrounds including those with protected characteristics
- Effective in the use of technology, relevant systems, and key software packages
- Ability to use initiative and judgement to resolve problems
- Ability to plan or schedule work to respond to changing pressures or requirements
- Demonstrate personal resilience and be able to deal with difficult situations.
- Delivering results – Reflects the ability to focus oneself and others on achieving specific outcomes.
- Adaptability – Reflects the ability to respond and adapt to changing circumstance.
- Teamwork – Reflects the ability to contribute to teams and improve their effectiveness through personal commitment.
- Self-belief – Reflects the ability to project self-confidence, optimism and belief in own capabilities.
- Capability Management: Reflects the ability to set self and others' objectives that directly contribute to the overall enterprise objectives and review these regularly within 'My Contribution'.
- Equity and Diversity – Reflects the ability to support a diverse and inclusive workplace to achieve a competitive advantage.
- Integrity – Reflects the ability to work ethically and to share the enterprise value of honesty.

The Behaviours

How we do things needs to be at the heart of what we do and how we go about doing it. Success is knowing our values and behaviours and using them to manage our decisions and actions. The behaviours most important to this role are:

- Customer Impact – Reflects the pursuit of driving enterprise decisions from our customers' perspective.
- Determination – Reflects the ability to be resilient and to achieve through repeated effort.

We succeed when we work together.

Here's who you'll be working with regularly:

- Operations Team
- Colleagues across the enterprise
- External Partners and Stakeholders

More about working for us

There's lots of great stuff about working here. For full details pop over to our webpages.

Our mission is critical and the work is important, but so is your life. We have put together a benefits package, including exercise and mental wellbeing sessions, that mean you can live and work well.

All of our roles benefit from a 'Remote First' approach, giving you flexibility. Need to start late, finish early or fancy a change of scenery? That's fine, our Remote First approach focuses on what you achieve, not presenteeism. With many different working patterns in place, let's discuss what works best. **We're ready to chat.**



w i s e g r o u p

Building bridges to opportunities

www.thewisegroup.co.uk

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