

Mentor Job Specification

Purpose

To build sustainable, trusting relationships with mentees in order to enhance their ability to start, maintain and grow their businesses.

Mentor Role

It is perceived that mentoring activities will be undertaken using a range of interventions to include face to face meetings (one to one or group), telephone discussions and e mail exchanges. Mentors will be required to:

- Engage with mentees to agree how mentoring could support their prospective or existing business
- Agree a programme of mentoring activity which best meets the needs of their mentee
- Encourage their mentee to express and discuss their ideas, concerns and understanding of the business situation facing them
- Help mentees to review their progress and set realistic and practical options to realise their goals
- Help mentees to reflect on and learn from things that did not turn out as expected
- Refer mentees to other sources of information, advice or further support when appropriate
- Encourage mentees to take responsibility for their own decisions, plans and actions
- Present a positive image of enterprise mentoring and follow the code of practice for the organisation being represented
- Keep up to date and accurate records of mentee contact in line with requirements of organisation being represented

Mentor Competences

The mentor will need to possess/develop the following competencies in order to undertake the mentoring role effectively.

Skills

- Excellent communication skills to include active listening and personal presentation skills
- Effective time management
- Risk management – personal and business related
- Relationship building and networking
- Personal development
- People development
- Influencing and negotiation
- Maintaining records and preparing written reports

Knowledge and Understanding

- The difference between the role of a mentor and the role of other business support professionals e.g. coach, adviser or consultant
- The code of ethics/conduct for mentoring as set by the organisation being represented
- Rules on confidentiality, safeguarding and data protection and how to follow them
- The mentoring process to include the mentoring agreement/contract as deemed by the organisation being represented
- The mentoring relationship and the importance of using the most effective communication methods in order to create a productive mentoring environment
- How a business works (essential enterprise know how)