



Role Specification

Mentoring Delivery Manager

About Be the Business

Productivity drives growth as well as increasing social prosperity and improving living standards but Britain has never fully recovered from the global crisis and recession that followed. Now the turbulence following the vote to leave the EU risks even more economic uncertainty. If productivity growth was important before the Brexit vote, it is crucial now.

Having been asked by the Chancellor in 2015 to dig deeper into Britain's productivity problem, Sir Charlie Mayfield, Chairman of the John Lewis Partnership, brought together some of the brightest minds in UK plc to approach the problem in a different way. The result was a report entitled "[How Good Is Your Business Really](#)" that called for a business-led response to the UK's productivity challenge and identified improving SME management and leadership capability as the key to change.

Led by Sir Charlie and Chief Executive Tony Danker, Be the Business (BtB) was launched in November 2017 with funding and support from the UK government and some of Britain's leading companies. We work with the entire business community to share what works for today's best businesses with every company that wants to learn and improve.

More details about Be the Business can be found on our website: <https://www.bethebusiness.com>

About Mentoring for Growth Programme

Mentoring for Growth matches ambitious SME leaders with high calibre talent from leading companies who invest in mentoring them on a pro bono basis.

In early 2018, we ran a successful pilot for 6 months in Birmingham and Manchester. In Oct 2018, we launched the first cohort of Mentoring for Growth (MFG) SMEs matched to mentors expanded to include London and the North East. MFG matching process for mentors and mentees has been conducted by Growth Hubs and Local Enterprise Partnerships (LEPs).

The MFG programme now needs to scale up and our target is to reach 1,000 (cumulative) established mentoring relationships by the end of March 2020. We want to broaden our geographic reach too.

The MFG scale up will require accelerated recruitment of engaged, committed SME leaders as mentees into the programme (across England) as well as high quality senior leaders from leading firms. There are two new roles being recruited in the MFG team; (1) Mentoring Delivery Manager who will manage the 3rd party provider and ensure SME mentee recruitment and mentee/mentor matching is performed to plan and (2) Mentoring Partnerships Manager who will generate the pipeline of high calibre, quality mentors from leading firms at required pace.

About this role

The Mentoring Delivery Manager will manage the 3rd party provider and ensure MFG SME mentee recruitment and mentee/mentor matching is performed to plan. This role will also be responsible for the design and delivery of events and the engagement elements of the MFG programme.

Key accountabilities for the role are as follows:

Strategy:

- Develop the strategy and plan for SME recruitment with the 3rd Party Provider, monitor performance vs plan. Ensure this fits with the broader strategy and operational approach. Find innovative solutions to challenges and issues related to SME recruitment.
- Evolve the matching process with the 3rd Party Provider, evaluating opportunities for semi-automated or fully automated matching
- Work closely with the MFG Programme Lead and Mentoring Partnerships Manager to determine (1) the operational approach for geographical scale up, taking account of budget and resource constraints and (2) what nuances should be considered with the MFG programme e.g. Sector specific mentoring
- Identify opportunities for improving the MFG proposition, maintaining an iterative approach based on continuous improvement and feedback from mentees and mentors
- Contribute to programme and evaluation design to ensure the work contributes to BtB learning activities, future development, builds a wider evidence base and meets the needs of key stakeholders

3rd Party Management:

- Ensure the success of the key 3rd party provider(s) in terms of Delivery and Impact
- Responsible for recruitment of and contract management of the selected 3rd party provider (or consortium of providers)
- Relationship Management of the 3rd party provider(s) to ensure they are delivering as per the agreed contract and ensure value for money is delivered

Delivery:

- Responsible for ensuring we meet our targets for the MFG programme, including recruitment/acquisition of SME mentees, matching, impact and sustainability
- Develop the MFG SME scale up proposition, including geographical growth and specific sector/demographic focus, and work with 3rd party partner(s) to ensure delivery
- Work with Marketing Team, PR Team, Networks Team and external partners to ensure engagement of SME leaders in MFG events and interventions
- Participate as an active member of the MFG Programme team and the wider Programmes team, contributing to meetings, identifying opportunities for cross-programme collaboration
- Work with the Evaluation team to ensure data collection and appropriate management, and the right approach to building evidence of impact

Skills & experience

- Significant experience and demonstrable success in Contract and Relationship Management of numerous 3rd party providers
- Considerable experience of Project Management and Delivery
- Understanding of SME leader engagement and interventions
- Experience of Government funded programmes and evaluation (preferred)ability to
- Proven ability to successfully manage a portfolio of programmes across geographies and sectors
- Ability and desire to work at pace and with flexibility
- Collaborative team member and strong interpersonal skills
- High quality verbal and written communications
- Excellent analytical and organisational skills
- Alignment with BtB values

Education / qualifications

- Degree level or equivalent