



Job Title: Employability & Mentoring (E&M) Officer (Higher level Apprenticeship)

Hours of work: 40hrs a week – Hours of work being 8.30 – 17:00

Salary: £26,000 to £30,000 (Dependent on qualifications and experience) 18 month Contract Length

Location: Lions Centre Employability Hub, associate JCP & partner satellite venues in Southwark & Lewisham

Responsible to: Education and Employability (E&E) Manager

Supervises: Employability programmes support IAG coaches, Mentors and Teaching assistants

Role Summary:

Are you passionate to work with and engage local young people to help them achieve their full potential and improve their career, education and employment aspirations and well-being through Targeted mentoring support programmes using the power of the club badge to engage with those young people for whom universal support cannot reach.

Millwall Community Trust (MCT) are looking for a 'Can do' committed learner focused Employability & Mentoring Officer to work closely with MCT E&E manager to take delegated responsibility for Employability and mentoring programmes within Millwall's nationally recognised Youth Employability & IAG Hub and wider MCT programmes including Millwall alternative provision academy and Premier League Kicks programme

This role is a fantastic opportunity to develop and advance within the trust and be supported and mentored by an experienced management team. The package also includes access to an extensive CPD training programme to help the successful candidate grow within the programme.

To provide operational leadership on MCT's Employability and Mentoring (E&M) programmes and wider education programmes, including work taster, workshop delivery to enable young people to reach their full potential with education, training, apprenticeship and employment (ETE) opportunities.

The postholder will identify, recruit and retain young people into positive destination against pre-agreed E&M programme caseload targets and support and sustain their engagement in education, training and employment, improve their skills and confidence, and access wraparound support, including physical sessions, mental health, and life skills sessions.

Qualifications – Candidates should hold either Mentoring Level 4 or DET/QTS teaching qualification OR be willing to work towards similar qualification via included accessible Higher-level apprenticeship CPD training package.

The Employability & Mentoring (E&M) Officer will be responsible for the oversight, co-ordination and delivery of MCT's Employability Hub mentoring and linked MCT mentoring programmes, and will lead or be responsible for ensuring:

- Co-ordination of MCT's Employability and mentoring (E&M) programme operations, incl staff and volunteer mentors
- Developing and embedding the Millwall mentoring offer across the trust including increasing capacity
- Leading E&M programme marketing, promotion and ensuring recruitment and retention targets are met
- Creation and delivery of an engaging personalised E&M service that successfully retains young people on programme



Millwall Community Trust Ltd.
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- Programme administration including enrolment, young person progress tracking and funder reporting and uploading
- E&M programme outcome targets are met or exceeded and Pathway opportunities created are aligned to need
- Embedding and ensuring Safeguarding and H&S programme compliance including E&M work taster experiences

Key Responsibilities:

1. Programme Operations Co-ordination

- Take delegated responsibility for co-ordinating E&M programmes implementation, daily operations & timetabling.
- Deputise for E&E manager in all aspects pertinent to E&M programme management incl stakeholder partner meetings.
- Communicate and represent MCT E&M programmes at key stakeholder, funder and partner meetings incl KPI data.
- Co-ordinate onboarding of identified staff/volunteer mentors incl their induction and mentoring assignment allocation.
- To oversee high quality internal and external work taster opportunities and learning experience.
- Organise MCT Hub and E&M accommodation efficiently and effectively to best meet mentoring delivery and H&S needs.
- Co-ordinate regular delivery of Job Fairs and recruitment events held at MCT with JCP and partners as set out.

2. Mentoring Programme development

- Develop relationships with external stakeholders and partners ensuring clear distinct industry pathway offers.
- Expand current Employability mentoring programme offer incl work tasters, industry and enterprise visit opportunities.
- Work with E&M partner referral agencies, to identify young people that would most benefit from E&M programmes.
- Develop with E&E Manager and partners E&M programmes that best secure future funding and wider opportunities.
- Develop a clear 'IAG' mentoring offer for both mentors and mentees to work within incl routes into employment.

3. Recruitment

- Drive MCT E&M programme young people recruitment and retention efforts and meet key targets set for both.
- Identify engage, encourage and identify new starters to full sign up, processing documents in timely accurate manner.
- Achieve recruitment targets set reporting key data sets, incl volume generated, conversion rate & recruitment strategy.
- To lead promotion and presentations of MCT E&M offer in employment recruitment, FE, and funder venues and events.
- Create E&M marketing material ensuring strong promotion in key venues and via MCT/MFC/Partners media platforms.
- Create good quality case studies stories and achievement is celebrated via marketing and social media promotion.
- Develop and secure positive relationships with external E&M agencies to support recruitment/referral processes

4. Engagement and Retention

- Deliver inspirational engaging 1:1 and group E&M sessions ensuring ongoing retention inline with required KPI targets.
- Achieve programme retention key targets set (incl maximising percentage retained from enrolment to completion)
- Manage and retain an E&M caseload ensuring positive E&M pathways outcomes e.g. training/employment.
- Develop and implement trackable weekly mentoring session provision for all E&M programme young people.



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- Ensure proactive consistent weekly follow ups on all young people enrolled to ensure retention and reduce drop out.
- Create individual target action plans, incl strengths, development and support areas to achieve positive outcomes.
- Lead supervise mentoring staff/volunteers modeling outstanding behaviour and ensuring consistency of IAG provided.
- Pro-actively work with partners (incl Job coaches & E&M agencies) to address barriers and pathway opportunities.

5. Administration

- Enrol and induct mentees onto programmes completing all relevant documentation incl DBS checks appropriate.
- Co-ordinate staff and volunteer inductions, acting as mentor and supporting appraisal processes.
- Co-ordinate mentee progress, tracking and reporting are recorded and uploaded onto online MIS as required
- Compile and submit monthly information as requested by key stakeholders (e.g. EFL, JCP, Premier League)
- Maintain records of distance travelled of mentees has travelled since joining (personal development, confidence etc).
- Complete required surveys and impact data providing reports/feedback as requested against KPIs (incl case studies).
- Ensure accurate secure hard and electronic record keeping to required standard and stakeholder data readily available.

6. Outcomes and outputs

- Ensure MCT and funder pre-assigned E&M programme outcome and output targets are met or exceeded where able.
- Ensure sufficient pathway outcome opportunities for young people to access at MCT job fair and recruitment events.
- Ensure E&M pathway outcomes are aligned with mentee needs, referrers aim and funding requirements.
- Identify and secure meaningful internal and external (via partners) work tasters and employment pathways.
- Ensure all enrolled E&M successful complete their agreed mentoring plan achieving a positive outcome where able.
- To support E&M young people with next step job and training brokerage to maximise positive programme outcomes.
- Complete 1:1 mentee midpoint and end point progress reviews against preset targets to ensure positive outcomes.
- Liaise proactively with funders, partners and support agencies on mentee progress, outcomes and destinations.

7. Safeguarding and Health and Safety (H&S)

- Act as a safeguarding advocate, embedding child protection practices and ensuring staff compliance with safeguarding (incl staff reporting to Myconcern/related systems) and H&S policies.
- Ensure all activities and work tasters are correctly monitored and suitable risk assessments and H&S procedures in place
- To liaise with E&E Manager, SLT and CEO in regard to H&S of the programme, premises and operation.
- Support MCT in all matters relating to H&S and fire risk procedures ensuring staff/learners are aware.

8. Additional responsibilities

- Model professional conduct and actively demonstrate and promote MCT core values in your work.
- Act as an effective leader, presenting a positive impression of the team and services provided.
- Develop understanding and commitment to equal opportunities, in the workplace and the community.
- Ensure that when involved in any Trust activities that the Safeguarding of participants is at the heart of the process and that safeguarding policies and procedures are being always adhered to.
- Undertake CPD opportunities as deemed appropriate (incl pre-agreed funded apprenticeship)
- Adhere to the Trust's policies and procedures, and attend Trust training, and meetings as required.



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- Contribute to the development of a culture of continuous improvement within the Trust.
- To work in partnership with all the Club's departments on trust initiatives as identified by the CEO, SLT and Trustee board
- To actively promote the Trust in a positive and professional manner.

The details contained in this job profile, reflect the job content at the date of preparation. Therefore, it is inevitable that over time the nature of this role will change; existing duties may be lost and other duties gained without changing the general nature of duties or level of responsibility entailed.

Skills Specification

	Essential (E)	Desirable (D)
Qualifications	<ul style="list-style-type: none"> ✓ Mentoring L4 or DET/QTLS teaching L5 teaching qualification (OR willingness to work towards either) ✓ IAG L2 or above (or willingness to complete) ✓ Graduate (or working towards) ✓ Effective Mentoring level 2 ✓ Safeguarding & First Aid trained ✓ Math's and English L2 or above 	<ul style="list-style-type: none"> ✓ AET teaching L3-4 teaching qualification Team Leader L2 ✓ Assessing Competence in work environment Award or equivalent (or willingness to work towards) ✓ Team Leader L2 (or willingness to work towards) ✓ Employability L2 (or willingness to complete) ✓ Youth work L2 (or willingness to work towards) ✓ Behaviour management or RJ trained. ✓ FA L1 in Coaching
Knowledge and Experiences	<ul style="list-style-type: none"> ✓ Experience in Employability programme delivery setting 2 years+ ✓ Experience in Mentoring programme delivery setting 2 years+ ✓ Proven record in engaging young people via mentoring & providing IAG ✓ Experience in supervising groups of young people. ✓ Delivery of group work programmes and 1:1 intervention ✓ Experience in Employability programme & workshop delivery. ✓ Excellent IT skills (<i>Microsoft, Word, Excel, PowerPoint</i>) ✓ Experience in external partner Engagement/Attendance reporting ✓ Experience of job brokerage/matching ✓ Familiarity with community clubs and the work of the EFL 	<ul style="list-style-type: none"> ✓ Experienced of working in community/voluntary sector ✓ Experienced in co-ordinating project/programmes ✓ Experience in supervising or co-ordinating staff/volunteers ✓ Knowledge of working with mentees/trainees with SEND ✓ Experienced maintaining and developing Employability & mentoring programme partner relationship & partnerships ✓ Working knowledge of data management systems to monitor, evaluate & report to funders (SIMs/Salesforce) ✓ Experience of delivering presentations to varying audiences ✓ Sales/recruitment experience within targeted environment
Skills and abilities	<ul style="list-style-type: none"> ✓ Excellent Interpersonal & communication skills (oral & written) ✓ Ability to meet KPI targets and deadlines set. ✓ Ability to co-ordinate and lead staff & volunteer assigned. ✓ Ability to prioritise recruitment/retention programme targets. ✓ 'Can do' problem solver, and able to work on own initiative. ✓ Excellent planning, admin and programme management skills ✓ Ability to enthuse and motivate Employability programme participants and mentees to boost session access, quality, engagement and retention ✓ Flexible ability to work unsociable hours if required. ✓ Ability to review and improve delivery to maximise retention rates 	<ul style="list-style-type: none"> ✓ Strong people management skills & Ability to lead a trainee/mentee group ✓ Proven ability to proactively manage/monitor funders service level agreements (SLAs) ✓ Confident presentational skills at all internal/external levels (or willingness to develop) ✓ Ability to relate to young people from differing backgrounds



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Personal Qualities

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| <ul style="list-style-type: none">✓ Able to connect with young people from differing backgrounds.✓ Tactful and diplomatic✓ Responsible team player✓ Determined and self-motivated✓ Strong track record of punctuality and reliability.✓ A passion for the work of MCT | <ul style="list-style-type: none">✓ Can utilise life experiences and reuse to engage others. |
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Other

- ✓ Full driving license as required minibus driving responsibility (E), and access to vehicle for business to venues/meetings (D)
- ✓ Understanding of and commitment to H&S, equal opportunities and GDPR data protection policies and procedures. (E)
- ✓ Understand importance of and deliver best practice when working with hard-to-reach young people. (E)
- ✓ Commitment to complete all required CPD qualification/training set incl Apprenticeship or similar funded qualifications. (E)
- ✓ Flexibility is required from post-holder to work effectively in a changing environment including related MCT programmes. (E)

To Apply: To comply with safer recruitment procedures for the Club we are unable to accept CV's and cover letters without an application form accompanied.

Please ensure that you complete our standard application form (which is available via a link on our website). If you do require assistance in any part of the application process, please contact us via recruit@millwallfc.co.uk

Application Form Link: www.millwallfc.co.uk/club-information/work-for-the-lions/application-form

All applications need to be sent to recruit@millwallfc.co.uk

Closing date for applications: Friday 12th December 2025

This document is a guide only and should not be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in the light of changing needs of the organisation. All employees may be required to undertake any other duties as may be reasonably requested.

Millwall Community Trust are fully committed to equality, diversity, inclusion, and anti-discrimination. We will work to address areas of under-representation and disadvantage in all aspects of our operations, activities, and services. In practice, this means that we will respect the needs of each and every individual regardless of their differences; and to this end we will deliver our operations, activities and services in such a way so as to ensure that that no one is excluded.

Please note that the appointment of the successful candidate will be subject to standard preemployment screening, as applicable to the post. This will include right-to-work, proof of identity, Disclosure and Barring Service (DBS), and references.



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Please note that any personal data submitted to the charity as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. The charity's Policy on Data Protection is available on request.

Entry into employment with the charity and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Safeguarding Policy Statement

Because of the nature of the work undertaken by Millwall Community Trust (MCT), it is required by law to have in place robust safeguarding policies and procedures to ensure the protection of children, young people and adults at risk. To ensure that MCT meets that duty - and as part of a proactive, integrated and consistent approach to safeguarding - the organisation has developed a Safeguarding Handbook.

What is safeguarding?

Safeguarding is the action that is taken to promote the welfare of children, young people and adults at risk and protect them from harm. Safeguarding means protecting people from abuse, maltreatment, neglect, harm and/or exploitation. Through MCT setting up and following good safeguarding policies and procedures, it means that children, young people and adults at risk - that come into contact with our organisation - are protected from those that might pose a risk. All organisations that work with (or come into contact with) children, young people and adults at risk are required to have safeguarding policies and procedures to ensure that everyone - regardless of their age, gender, religion or ethnicity - can be protected from harm.

MCT's Safeguarding Ethos

MCT will always seek to provide protection to any person that receives our services. To this end MCT will provide staff and volunteers with guidance on procedures they should adopt in the event that they suspect a person may be experiencing, or be at risk of, harm. MCT believes that no one should ever experience abuse of any kind. MCT has a responsibility to promote the welfare of all children, young people and adults at risk to keep them safe. MCT are committed to work in a way that protects them. This **Safeguarding Policy Statement** applies to everyone that comes into contact with MCT - including as applicable - the Board of Directors and Executive Team, Senior Managers, Staff, Agency Staff, Contractors, Suppliers, Volunteers, Students on work experience, as well as anyone else working on behalf of MCT. This policy also applies to any other person that engages with the work of MCT and includes parents, carers, families and other visitors to MCT premises.

Safeguarding at MCT

MCT places the safeguarding of children, young people and adults at risk as its prime focus and has developed full safeguarding policies and procedures. To underpin the approach, MCT ensures all of its management team, staff members and volunteers have been fully trained in safeguarding to enable the organisation to live and breathe its approach. **In developing MCT's safeguarding policies and procedures, the organisation has adopted the following three-part safeguarding strategy which focuses on:**

1. Getting the right people involved with MCT

This is achieved through adherence to MCT's Safer Recruitment Policies and Procedures.

2. Creating a safe environment for children, young people and adults at risk

This is achieved by providing all required safeguarding training, support and best practice advice; and further guidance by the effective communication of MCT's Codes of Conduct.

3. Promoting clear systems to deal with any safeguarding concerns

This is achieved through implementation of all MCT's policies and procedures relating to safeguarding.

A full copy of MCT's Safeguarding Handbook is available by speaking with (or contacting) the MCT person responsible for safeguarding.



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