Recruitment Pack

Building Bridges Programme – Adult & Young People Employment & Education Mentor

Job Title:	Adult and Young People Employment & Education Mentor
Hours:	36.5 hrs per week, flexible working hours, usually within normal office working hours Monday to Friday but may also include occasional evening and weekend work. Applications for part-time working would be welcome
Salary:	£27,000 gross per annum plus 7% employers pension contribution
Contract:	Fixed term contract until the end of March 2029, starting Jan 2027
Location:	The role would be based in Devizes, with programme delivery throughout Wiltshire, including 1:1 outreach.

This recruitment pack contains:

- Information about the role (page 2)
- Job description (page 4)
- Person specification (page 7)

To apply for the role, please complete the application form and return to Nicky Theobald by email: ntheobald@communityfirst.org.uk or by post: Community First, Unit C2 Beacon Business Centre, Hopton Park, Devizes, SN10 2EY

Applications for the role close at 5pm on Weds 4th November 2026 and interviews will be held on Tuesday 17th Nov 2026.

Community First is an Equal Opportunities Employer

About the Role

Adult & Young People Employment & Education Mentor

Job Title:	Adult & Young People Employment & Education Mentor
Hours:	36.5 hrs per week, flexible working hours, usually within normal office working hours Monday to Friday but may also include occasional evening and weekend work. Applications for part-time working would be welcome
Salary:	£27,000 gross per annum plus 7% employers pension contribution
Contract:	Fixed term contract until the end of March 2029, starting Jan 2027
Location:	The role would be based in Devizes, with programme delivery throughout Wiltshire, including 1:1 outreach.

Community First is a dynamic charity (Registration Number 288117) committed to supporting communities across Wiltshire and Swindon. Our team goes the extra mile to create brighter futures for those living and working in the county. Putting people first is at the heart of everything we do.

The role sits within our highly successful Building Bridges employment programme and its aim is to support adults aged 18+ and young people aged 16-24 across Wiltshire who are furthest from the labour market with multiple barriers and challenges in their lives – helping them to build their wellbeing, improve their personal and financial resilience and progress into and sustain training, education, and employment outcomes.

The role will be to manage a case load of participants, providing practical & emotional support and advocating on their behalf as needed.

The post holder will carry out needs assessments, develop individualised engagement plans to address barriers and through both one-to-one support and a range of group development activities, increase participants' confidence, self-esteem, skills and resilience to help them achieve their identified education and employment goals.

Please see the associated job description for further details.

This role is fully funded by the UK Government Crisis and Resilience Fund via Wiltshire Council, and the post holder will be solely employed on the programme delivery.

The role is on a fixed term contract basis until the end of March 2029.

The role may include infrequent evening and weekend working.

Community First follows Safer Recruitment polices. Due to the nature of the work, this role is subject to an Enhanced DBS, along with relevant background checks, references, a probationary period, and completion of mandatory training requirements.

Please contact us if you would like a hard copy application form, or if you require any assistance in applying for this post.

Please send completed application forms to Nicky Theobald, Premises and Business Support Manager at ntheobald@communityfirst.org.uk. The application form can be found on our website at: www.communityfirst.org.uk/vacancies.

If you would like to find out more about this position, please contact Gayle Harper on 07767 101284 or email: gharper@communityfirst.org.uk

Applications for the role close at 5pm on Weds 4th November 2026 and interviews will be held on Tuesday 17th November 2026.

Community First is an equal opportunities employer. Registered Charity No. 288117.

Job Description

Adult Employment & Education Mentor

Job Purpose

The purpose of the role is to support adults aged 18+ and young people aged 16–24 in Wiltshire who have been referred to the Building Bridges programme and who are furthest from the labour market, with significant barriers and challenges in their lives. The role focuses on helping participants to build their wellbeing, strengthen their personal and financial resilience and progress into, and sustain, employment or education outcomes.

The role will be to manage a case load of participants, providing practical & emotional support and advocating on their behalf as needed.

The post holder will carry out needs assessments, develop individualised engagement plans to address barriers and through both one-to-one support and a range of group development activities, increase participants' confidence, self-esteem, skills, wellbeing and resilience to help them achieve their identified education and employment goals.

Funding

This role is fully funded by the UK Government Crisis and Resilience Fund via Wiltshire Council, and the post holder will be solely employed on the programme delivery. The role is on a fixed term contract basis until the end of March 2029.

Main Duties

1) Organise and manage a range of support working provision through the Building Bridges programme to inspire and engage participants, including accredited learning and other development activities including occasional delivery at Oxenwood & Linkenholt Outdoor Education Centres if applicable.
2) Ensure that all activities comply with health & safety regulations and Community First procedures.
3) Work with the participants to undertake programme eligibility checks, identify their barriers and needs, and develop a personalised progression plan.
4) Provide one-to-one support which addresses individual goals set with participants, including cross-referral to other support as necessary and lead group work as required.
5) Ensure participants' documentation, monitoring processes and progress are recorded and maintained in line with Building Bridges governance requirements for both paperwork and entry onto the programme Management Information System.
6) Provide and arrange transport to activities and training sessions for participants where necessary.

7) Help to build the participant's circles of support - work with family, carers and other support agencies to encourage their involvement in developing personalised action plans, where appropriate, and the participant has given permission.

8) Support referrals to appropriate partner organisations to help the participant achieve their goals, ensuring referrals are processed in a timely fashion and work with them to make engaging with this provision as seamless as possible.

9) Maintain detailed records as specified by the Building Bridges programme and submit reports and information to the Building Bridges Employability & Skills Manager and programme team as required, including case studies and digital media such as photographs and videos.

10) Support the Building Bridges programme through promotion and marketing to generate referrals to the programme and create awareness for its participant, partners, referral agencies and stakeholders across Wiltshire as appropriate.

11) Foster a person-centred approach at all times, ensuring there is no discrimination or bullying.

12) Maintain existing and establish new local and strategic partnerships which support the development of services, increasing the reach of our overall work.

13) Maintain provider relationships and develop strong partnerships to generate referrals, complementary funding opportunities and new activity development.

14) Adhere to all Community First organisational policies including home visits, equality, lone working, safeguarding, data sharing and confidentiality.

General Duties

The post-holder will contribute to achieving the overall mission of Community First.

- Budget holders assume financial responsibility for own operational budget. Non-budget holders ensure expenditure is necessary and within budget constraints.
- Participate in the team working approach of Community First.
- Take responsibility for their own development, inform the line manager of any development needs, and take part in prescribed development activities.
- Work within the agreed policies and procedures of Community First
- Carry out such other general duties as shall be determined by the Chief Executive. Support other members of staff as required by the workload and by absences due to leave, sickness etc.
- Ensure that office security is maintained, and confidences are not breached.
- Promote an alert approach to matters relating to Health and Safety at Work and maintain compliance with the terms of building Fire Certificates wherever delivery takes place.
- Abide by the organisation's Safeguarding Children and Young People Policy and the Protection of Vulnerable Adults (POVA) Policy

Community First is committed to Safe Recruitment and Equal Opportunities and the post holder is expected to be familiar with the Dignity at Work Policy and to complete his or her duties in a manner consistent with this policy.

This job description does not form part of the contract of employment but indicates how the contract should be performed. The job description will be subject to review and amendment in the light of experience and in consultation with the post as part of the annual appraisal process. The responsibilities attached to the post may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not in themselves justify the re-evaluation of a post. In cases, however, where a permanent and substantial change in the duties of the post occurs, consistent with a higher level of responsibility, then the post would be eligible for re-evaluation.

Community First follows Safer Recruitment polices. Due to the nature of the work, this role is subject to an Enhanced DBS, along with relevant background checks, references, a probationary period, and completion of mandatory training requirements.

Person Specification

Adult Employment& Education Mentor

	Essential	Desirable
Skills, Knowledge & Experience (Creativity, problem solving skills & interpersonal skills)	At least 12 months' experience supporting individuals to progress into education or into the workplace	Experience of working with individuals with complex barriers and challenges
	Experience in supporting individuals to articulate their barriers and challenges, set SMART goals and develop action plans to progress	Experience with providing in-work or in-education support to help individuals to maintain progress and sustainable outcomes
	Driving License	MiDAS trained/D Class (minibus) driving license
		First Aid Certificate
	Educated up to equivalent GCSE Grade C (minimum) in maths and English	A qualification in Supported Employment or IAG
		Awareness and use of social media and marketing skills
	Knowledge of good practice in health and safety, safeguarding, Prevent and confidentiality	
	Experience of planning meetings and events	
	Experience of addressing issues of equality and diversity	
	Ability to demonstrate a flexible approach to working hours – infrequent evening and weekend work may be required	
	Good listening and communication skills	
	Ability to use own initiative and demonstrate perseverance	
	Experience of managing groups and individuals, and resilience to deal with emotional and behavioral difficulties presented by participants and their circles of support	

Continued on next page.

	Adaptable, flexible, and creative	
	Ability to work independently and as part of a team	Experience of multi-agency/partnership working
	Good interpersonal skills, able to relate to decision makers, funders, stakeholders, and participants	
Good IT skills Personal attributes (Initiative, building, relationships, team working, equipment, data etc.,)	Good written, verbal and IT skills including use of MS Office suite	Experience using video conferencing
		Experience using CRM database management information systems
	Well organised, confident, and self-motivated	
	Good attention to detail	
	Accurate recording of information, data maintenance and monitoring	
Resource Management (Assets, finances etc.,)	Resourceful, with an understanding of expenses and budget management	Knowledge of GDPR and confidentiality

Community First follows Safer Recruitment polices. Due to the nature of the work, this role is subject to an Enhanced DBS, along with relevant background checks, references, a probationary period, and completion of mandatory training requirements.