



Job Title:	Service Manager, Mentoring, Befriending and Employability
Salary:	£34,000 - £37,763
Location:	BLGC Sites and Home Working
Reports to:	CEO
Contract:	Permanent
Hours:	Full time

The Charity

Bolton Lads and Girls Club (BLGC) is a community-based charity driven by a mission to ensure that every child and young person in Bolton has 'the best possible start in life, so that they have every chance to achieve their aspirations, succeed and be happy' (Bolton Vision 2030). BLGC provides innovative and accessible services, to enable children and young people to do what they want, where they want, in an inclusive and integrated environment.

We support children and young people and families, especially those from disadvantaged backgrounds, to live happier, healthier and safer lives. Each year we support around 4,000 individuals through our services across Bolton and the surrounding area, and through our outreach in schools and community settings.

Our offer includes: A Universal Youth Provision providing diverse youth club activities, sports, multi-media, social interaction and arts; a Targeted Youth Service providing critical support to some of our most vulnerable children and young people and families in the community and a Football facility that provides fundamental football skills and emphasises the importance of inclusivity and teamwork.

BLGC Enriching Young Lives

Infinity 18 Spa Road Bolton BL1 4AG

01204 540100 | info@blgc.co.uk | blgc.co.uk

Registered Charity No: 1051292



In 2024 and 2025 BLGC has been a certified Great Place to work

Our Vision and Mission

Vision

At BLGC, our ambition is to ensure young people particularly those who have not been given the best start in life – experience safe, supportive and fulfilling childhoods, while building confidence, wellbeing and skills to live well and contribute positively in adulthood. We believe childhood matters in its own right.

Mission

To invest in children and young people through safe, inclusive spaces and trusted relationships. We work with young people on a voluntary basis, amplifying their voice and delivering early, targeted and evidence based support that strengthens mental health, wellbeing resilience and life readiness – always putting young people first.

Our Key Principles

- Keep things simple.
- Always do the right thing.
- Offer excellent customer service.
- Provide an environment for people to be the best they can be.
- Be exceptional in the moments that matter.

Our Values

Driven

We don't give up and we do whatever it takes.

Empowering

We enable people to be the best they can be.

Caring

Genuine people who care make the difference.

Excellence

We aim to deliver the highest standards of service and continuously improve through robust quality assurance and innovation.

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Fun

If you enjoy what you do, you do it better!

Youth-Led

We listen actively and let the Youth voice guide us.

About the role

This is an exciting role, at the heart of an agile organisation with a strong record and reputation, with the potential for real and profound change for children and young people.

You will lead and co-ordinate the delivery of several of our children and family services that are delivered through our Targeted Youth Services. The role will ensure that all elements of service delivery for children and young people are successful and delivered to a high quality, and in line with contracts/commissions.

Currently, these services include:

1. Mentoring for vulnerable Children and Young People
2. Independent Visitor Scheme
3. Aspirations (Mentoring for Children who are Looked After)
4. On Track Employability

Main Responsibilities

- To manage a number of small services that deliver holistic support for children, young people and their families using Bolton's Framework for Action and legislation governing Children who are Looked After
- Line Management of practitioners as required. Providing regular operational (Line Management) supervision as required.
- To promote the service externally but especially with Statutory services including Education, Social Care, Police, Health, Mental Health, and Family Support, etc.
- To carry out triage service for all referrals into the service and assessments, identifying areas where children and families wish to see change
- To work within the Early Help Framework and ensure children and families access the right support at the right time and provide a multi-agency approach when needed.
- To work with Social Workers and Leaving Care Workers on providing services for cared for children, that are in their best interests.
- To support the recruitment and interviewing IVs and Volunteer Mentors and ensuring they are suitable for the role.

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- To provide quality training for volunteers that is current and up to date with the needs of young people.
- To take the lead of coordinating volunteer support and ongoing training opportunities.
- To be responsible for the performance and quality of the service and to lead the team.
- To ensure robust monitoring and evaluation of service delivery in the programme, delivering regular reports to the SLT and partners as required and to deadlines; this will include regular operational and reporting.
- Ensure that internal and external audits are completed and the post holder is able to devise relevant audit tools where required for the service.
- To be the lead point of contact and maintain positive professional relationships with children, young people, families, colleagues and partner agencies.
- To lead in a service culture of reflection and continuous learning ensuring that the service operates in a safe manner which include the robust management of predicted and unpredicted risk.
- To lead in the development and embedding of evidence-based evaluation tools across services.
- To ensure systems are in place for the collection of quality data for reports and help improve systems and efficiency, ensuring staff are competent in using systems and recording accurately and timely information.
- To provide quality case supervisions to ensure reflection and best practice.
- Ensuring accurate, timely and quality case recording is completed by all staff within the service.
- Take lead responsibility in identifying both clinical and non- clinical training needs through the PDR process, supervision, competency framework
- To work with a range of key partners to ensure that children, young people and families receive a coordinated approach.
- To keep children and young people safe in line with safeguarding policies and local authority arrangements around safeguarding.

- To demonstrate a commitment to equal opportunities and anti-discriminatory practice in the development and delivery of services.
- To undertake any other work requested by your line manager.

Person Specification

		Essential ✓	Desirable ✓	Method of assessment ✓
Qualifications				
	One of the following: Qualified Social Worker, Qualified Graduate Mental Health Worker, Qualification in Education, Qualification in Youth Work with substantive EWMH experience	✓		A
	Qualification in management or leadership		✓	A
Experience				
	Leading, managing, coaching and developing practitioner to ensure that they are highly effective and well supported	✓		A/I
	Substantial experience in leadership within vulnerable children and families in need of support and Children who are Looked After	✓		A
	Track record of delivering better outcomes for children and young people	✓		I
	Experience of working with Social Care/VSE sector/Education Sector	✓		A
	Demonstrable commitment to anti-oppressive practice and development of equal opportunities	✓		I
	Experience of managing and working with volunteers	✓		A
Knowledge and Skills				
	Ability to act creatively, reflect and respond to challenging situations	✓		I
	Proficient in IT and data management systems	✓		A
	Excellent communicator and good command of the written word	✓		A/I
	Ability to act on own initiative, supervise others and coordinate work	✓		I
	Able to use Theory of Change models and SMART action planning		✓	I

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Knowledge of Children's Rights & current issues children, young people and families are facing, including current research and evidence based practice	✓		A/I
An awareness of how environmental factors impact wellbeing and mental health	✓		I
An awareness of the barriers preventing children and young people and families accessing support services	✓		I
Has a working knowledge of the local area		✓	A
Knowledge of current legislation, policy, procedures and issues relating to safeguarding children and young people	✓		I
Knowledge of volunteering and the law		✓	I
Personal Attributes			
Calm and empathic approach, able to manage multiple projects and demands and needs of service and practitioners	✓		I
Self-motivated, positive outlook and solution focused	✓		I
Strive for excellence in service delivery	✓		I
Flexible & Adaptable to evolving needs of service	✓		I
A natural affinity with the BLGC values	✓		A

Method of Assessment Key:

A Application Form

I Interview

Applicants should be able to demonstrate that they can meeting the following:

In addition, we will need the following:

- Confirmation you are eligible to work in the UK (the successful candidate will be required to provide documentary evidence before a job offer is confirmed).
- Any reasonable adjustments we can make to assist you in your application for the selection process.
- A driving license and access to a car for work purposes.
- A suitable home environment for working from home with a confidential space.
- In accordance with our Child Protection and Safeguarding procedures, this position requires an Enhanced DBS.

Why join Team BLGC?

BLGC is a great place to work, we work hard, but we have fun! We change and save the lives of thousands upon thousands of children, young people and families. In addition, we also offer the following:

- Flexible working opportunities

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- Generous leave benefits
- Contributory pension scheme
- On site gym
- Birthday leave
- Enhanced Compassionate Leave
- Enhanced Maternity Pay

In 2024 Great Place To Work® recognised Bolton Lads and Girls Club on the following Best Workplaces Lists.



Company Culture at Bolton Lads and Girls Club

The employee experience below at Bolton Lads and Girls Club, compared to a typical company.

93% of employees at **Bolton Lads and Girls Club** say it is a great place to work*, compared to **54%** of employees at a typical **UK based company**.



*Responses to the statement "Taking everything into account, I would say this is a great place to work." vs. a typical UK company.

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