

# Candidate Information Pack

Helping individuals unlock their potential

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## Employment Support Mentor

- Salary** £31,536.89 - £33,698.93
- Hours** 38 Hours Per Week
- Location** All Môn CF Offices  
(Amlwch, Holyhead, Llangefni)



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# Welcome To: Môn Communities Forward



**RITA STEWART**  
CHIEF EXECUTIVE OFFICER

***"At Môn CF, we believe that our staff are our greatest assets."***

*When you join our team, you're not just taking on a job; you're becoming part of a supportive, purpose-driven organisation that is dedicated to making a real difference in our communities.*

*We offer a positive and inclusive working environment, opportunities for personal and professional development, and a strong commitment to staff wellbeing.*

*Whether you're starting your career or bringing years of experience, you'll find a place at Môn CF where your ideas are valued, your growth is encouraged, and **your work truly matters.**"*

# About Môn CF



Môn CF is a charity and company owned by the people of Anglesey.

We work to help develop individuals and businesses on Anglesey and North Wales, creating a brighter and prosperous future for the island and region

Providing Employment Support, Business Support, Training and Community Projects on Anglesey since 2003.

***Our mission is to be known as the go-to organisation that provides opportunities, changes lives, and creates positive futures for the people of Anglesey!***

**MÔN CF HAS BEEN  
SUPPORTING  
INDIVIDUALS,  
BUSINESSES, AND  
COMMUNITIES  
SINCE 2012**





## About the Role

### Employment Support Mentor

**Salary** £31,536.89 – £33,698.93

**Hours** 38 Hours Per Week

**Location** All Môn CF Offices  
(Amlwch, Holyhead, Llangefni)

#### **POST OUTLINE:**

The Communities for Work Plus Employment Mentor will work within the C4W Plus Local Delivery Team based within Anglesey. The post holder will have responsibility for providing intensive mentoring for people over aged 16+ to access training, CV support, assistance with job applications to improve their employability.



# Job Description

## About the Job

- To work in conjunction with the local Communities for Work Plus delivery team in the development, implementation, and ongoing operation of C4W+ within Anglesey.
- To regularly monitor, collate and update performance management information, reports, and other monitoring requirements to ensure all Welsh Government monitoring is accurate and compliant.
- To have responsibility for supporting a caseload of clients, using a holistic, enabling, and collaborative approach
- To provide a flexible service, developing comprehensive support plans with participants and undertake further assessment and regular reviews as appropriate.
- To be involved with the Triage Process within the company and ensure that all relevant support is accessed and available to the participants.
- To develop comprehensive individual action plans with participants and undertake further assessment and regular reviews as appropriate, supporting to access funding available to them to improve their employability.
- To ensure that all personal data is effectively protected and handled, within locally agreed Information Sharing Protocols.
- To support participants to address broad barriers to work; access to training, education, development opportunities and employment.
- To ensure that all records and client files are keep up to date, including inputting into regular team meetings.
- To work as an integrated team with the Triage Officer, other Mentors, the Business Support Team, the Training Team and other support agencies.
- To participate in the Welsh Government Communities For Work Plus Programme development activity.



# Job Description

## About the Job

- To carry out other tasks and responsibilities of a similar nature as determined from time to time by the Manager in relation to the smooth running of the service.
- Ensure that equality, diversity, wellbeing and sustainability are valued and embedded into services
- Help to embed the values and principles of Community Development into all aspect of the work on Anglesey.
- Ensure conformance with regulations on Health and Safety in the workplace in accordance with the responsibilities noted in the Health and safety at Work Act 1974 and the Company's Health and Safety Policy
- Act within the Company's procedures with regard to equal opportunities and equalities.
- Undertake any other related and reasonable duties, commensurate with the salary grade and level of the post as agreed with the directors of Mon Communities Forward

### **FLEXIBILITY**

Your attention is drawn to the fact that some duties and responsibilities are difficult to define and may vary from time to time without altering the general character of the duties and levels of responsibilities entailed. In addition, it is a requirement of all employees that they accept elements of flexibility in duties and responsibilities and when necessary, interchange within the organisation to meet the changing needs and demand of the service. Such a requirement will allow the expertise of the post holder to be developed and maximised to the mutual benefit of the employer and employee.

# Person Specification

## About You

### **EXPERIENCE**

- Experience of providing support and mentoring either in an employment based or similar intensive support service.
- Experience of working with customers who are experiencing poverty and barriers to employment.
- Experience of assessment and development of action plans and their implementation for customers.
- Experience of joint working with statutory and voluntary agencies.
- Experience of working with hard to reach customers with multiple needs.

### **KNOWLEDGE AND UNDERSTANDING**

- An understanding of customer service in a service delivery setting.
- Thorough and up to date knowledge of employment and benefit issues.
- Understanding of welfare reform and the implications for customers.
- Understanding of performance management and monitoring processes
- An understanding of support needs of long term unemployed and economically inactive people, families, and single customers.
- Knowledge of related services provided by the statutory and voluntary sector.
- Understanding of confidentiality and data protection issues.
- Knowledge of equality, diversity, and inclusion.

### **SKILLS**

- Ability to communicate effectively with customers, staff and stakeholders in plain, easy to understand English and/or Welsh, both in writing and verbally is desirable.
- Demonstrable customer care skills.
- Ability to work flexibly to meet customer needs and service requirements, including working evenings and weekends where the service requires it.
- Demonstrable commitment to equality and diversity and a genuine desire to help people.
- Ability to work as part of a team and build and maintain effective and supportive relationships with peers and partners.
- A creative and innovative approach to engagement.

*A Full Valid Driving Licence and access to own vehicle is essential for this post*





# Recruitment Timeline

## Our Process

**Make sure you submit your application before the closing date as late applications will not be accepted.**

RECRUITMENT ACTIVITY	DATE
Closing date for applications	29/08/25
Application Shortlisting	01/09/25
Interviews	08/09/25

Applicants will be contacted via the email address and/or telephone number provided in the application form.

To help minimise our environmental impact, we aim to keep communications paperless whenever possible; letters will be posted only upon request.

# Our Priorities

## People & Communities First



### Employment Support

To **become the go-to organisation** supporting the people of Anglesey to reach their full economic potential.



### Business Support

To be **the first port of call** for businesses (New or existing) looking for help.



### Training

To **provide high-quality training** which contributes to meeting local skills needs.



### Schools & Young People

To **prepare young people for their future** in the world of work.



### Properties

To **create sustainable, vibrant, and viable places** by bringing properties into local community use and ownership.



# Our Core Values

## Part of the bigger picture

### **1. Collaboration & Partnership**

Building strong partnerships with local stakeholders, organisations, government agencies and businesses to leverage resources, expertise and networks for the collective benefit of the community.

### **2. Accountability & Transparency**

Upholding high standards of accountability and transparency in all organisational activities, including financial management, decision-making processes and reporting mechanisms.

### **3. Community Empowerment**

Prioritising the needs and aspirations of the community, ensuring their active participation in decision-making processes and empowering them to shape their own future.

### **4. Inclusivity & Diversity**

Embracing diversity in all its forms and ensuring inclusivity by creating opportunities for all individuals, regardless of their background, to participate and benefit from the organisation's initiatives.

### **5. Social Justice**

Advocating for fairness, equality, and social justice, and working to reduce disparities and inequalities within the community, particularly in terms of access to employment, resources, and opportunities.

### **6. Resilience & Adaptability**

Building resilience within the community and organisation itself, adapting to challenges, setbacks, and changing circumstances while remaining steadfast in the pursuit of its mission and goals.

# Why Choose Môn CF?

## A purpose-driven team

### 1 Generous Annual Leave Entitlement

Starting at 26 days per year, plus an additional 8 bank holidays, and additional days off for office closure between Christmas and New Year

### 2 Length of Service Reward

An additional 2 days of annual leave after 3 years of service with the company, and a further 2 days after 5 years of service – up to 30 days in total (plus bank holidays)

### 3 Modern and Comfortable Offices

We have modern and comfortable offices in Holyhead, Amlwch and Llangefni

### 4 Welsh Hospital Association Membership

WHA can help you with everyday health care costs such as the dentist, optician and physiotherapy for example. This is paid for by the company.





# 5

## **Good Compensation**

We offer good rates of pay, enhanced sick pay and a paid 30 minute lunch break.

We also have an employer pension contribution of 5% (with employee contribution of 3% = Total 8% pension)

# 6

## **Helping you to stay active**

We offer the Cycle2Work scheme, in addition to corporate gym membership discounts

# 7

## **Wellbeing Support**

We have a variety of wellbeing activities and even close our offices for some staff wellbeing days. In addition we offer 2 volunteering days per annum. For those in need of additional mental health support we can offer to assist you to access the right services.



# 8

## **Flexible Working**

We understand the way in which people want to work has changed in recent years, which is why you can choose to make up your FTE in a way that suits you. Our core working hours are 09:00 - 15:00 Monday to Friday and you can choose to start or finish flexibly between 07:00-09:00 and 15:00-18:00.



# Disability Confident Employer

## A place for everyone

We are proud to be recognised as a Disability Confident Employer.

We encourage individuals with a disability or health condition to share this information with us in good time if you would like us to make any reasonable adjustments for you as a part of the recruitment process.



# Equal Opportunities

## Advocating fairness



We are an equal opportunity employer and are committed to equality of opportunity for all staff.

Applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.



## How to Apply

### Apply Today

**To apply for this post, all candidates must complete our application form to be considered. The application form can be found on the Careers page of our website.**

Please do not submit your CV, as only the information provided within the Application Form will be used at the shortlisting stage.

When completing your application, please familiarise yourself with the job description and the person specification within this information pack so you understand the essential qualifications, skills and attributes for the role.

Whether or not you are shortlisted for an interview is based on the information you provide in your application form.

Appointments are conditional upon a valid Right to Work check and undertaking a Disclosure and Barring Service (DBS) check. Please be aware this check will pick up any spent and unspent convictions or cautions.

# Contact Us

## Apply Today

**If you have any issues accessing or completing the application form, please contact Stephanie Pritchard, the HR Manager via 01407 762 004 or [careers@moncf.co.uk](mailto:careers@moncf.co.uk)**

If you have any questions regarding this role or would like an informal chat before applying please contact us.

We welcome correspondence and calls in Welsh and English and we will respond equally to both and will reply in your language of choice without delay.

**Thank you for your interest in joining our dynamic team.**

 [careers@moncf.co.uk](mailto:careers@moncf.co.uk)

 01407 762004

 Amlwch | Holyhead | Llangefni

   @moncfanglesey

**[www.moncf.co.uk](http://www.moncf.co.uk)**

