



FuturePaths

G-Cloud 15 Service Definition

Service Line 25

Coaching and Mentoring
Services

Copyright Notice:

The content of this document is protected by copyright © 2026 FuturePaths. All rights reserved.

This document remains the intellectual property of FuturePaths. It may be shared, downloaded and used by public sector buyers and their representatives for the purposes of procurement and service evaluation under the G-Cloud framework.

If you want further copies of this document, please make a request to the author shown on this page.

Any questions regarding this document should be directed to:

Name	FuturePaths
Website	www.FuturePaths.co.uk
Email	Info@FuturePaths.co.uk

Service Definition Document:

Any questions regarding this document should be directed to:

Supplier	FuturePaths
Framework	G-Cloud 15
Lot	Lot 3 – Cloud Support
Service Type	Professional Advisory Services
Version	v1.0
Date	January 2026

1. Introduction

FuturePaths provides Coaching and Mentoring Services to support leaders, managers and practitioners working in complex IT, digital and service management environments. This service focuses on developing capability, confidence and professional effectiveness through structured, experience led support.

2. Service Overview

The Coaching and Mentoring Services offering provides targeted, role focused development aligned to organisational objectives. FuturePaths works with individuals and small groups to strengthen leadership, decision making and performance, supporting both personal development and organisational outcomes.

3. What the Service Does

FuturePaths delivers coaching and mentoring activities including:

- One to one coaching for leaders and senior practitioners
- Mentoring support for role transition and capability development
- Structured coaching aligned to agreed objectives
- Experience led guidance from senior service management professionals
- Reflection, challenge and development planning

The service is designed to be practical, supportive and outcomes focused.

4. Benefits

This service enables organisations to:

- Develop confident and effective leaders
- Improve decision making and accountability
- Support professional growth and role transition
- Strengthen performance in complex environments
- Build sustainable internal capability

5. How the Service is Delivered

FuturePaths delivers this service through experienced consultants with senior leadership and transformation backgrounds. Delivery is flexible and collaborative, typically including:

- Initial objectives and scope setting
- Agreed coaching or mentoring schedule
- Structured sessions with clear focus areas
- Regular reflection and progress review
- Guidance and development planning

Delivery is provided by Senior Consultants, Principal Consultants or Executive Consultants depending on seniority and complexity.

6. Service Scope

In Scope

- Coaching and mentoring sessions
- Leadership and professional development support
- Role transition and capability development
- Objective setting and progress review

Out of Scope

- Operational service delivery
- Line management or performance management
- Ongoing managed support
- Formal training or certification

7. Service Levels

Service levels and arrangements are agreed with each customer and typically include:

- Scheduled coaching or mentoring sessions
- Defined objectives and review points
- Named FuturePaths consultant
- Agreed engagement cadence

8. Security and Compliance

FuturePaths delivers this service in line with UK government security, confidentiality and data protection requirements. Secure working practices are applied throughout delivery, making the service suitable for regulated, sensitive and safety-critical environments.

9. Pricing

Services are delivered by Executive Consultants, Principal Consultants, Senior Consultants or Consultants in line with the FuturePaths SFIA-aligned rate card.

Typical engagements range from 10 to 120 days, depending on scope, complexity and organisational context. Travel and subsistence are charged at department rates where applicable.

10. Onboarding and Offboarding

Onboarding

- Agreement of coaching or mentoring objectives
- Confirmation of participants and scope
- Scheduling of sessions
- Establishment of engagement principles

Offboarding

- Completion of agreed sessions
- Summary of progress and outcomes
- Recommendations for ongoing development
- Formal service closure

11. Service Constraints

FuturePaths provides this service as a coaching and mentoring engagement. It does not include operational service delivery, line management responsibilities or ongoing managed support. Delivery is primarily remote, with onsite sessions by agreement. Outcomes depend on participant engagement and organisational support.

12. Further Information

Further details, clarification and engagement planning are available through the Digital Marketplace.



FuturePaths

www.FuturePaths.co.uk

The Future Path for Your Technology Services