

Mentor Recruitment Manager

Job Description & Person Specification

Mentor Recruitment Manager

Effective Mentor Recruitment

- Manage and lead the Mentor Services Team to ensure mentor recruitment to the required quality, numbers and targets.
- Actively manage all aspects of the recruitment pipeline to ensure individual mentors are fully and emotionally engaged throughout and an efficient pipeline flow through to effective mentor matches that meets the expectations of all participants.
- Support all regionally based staff to deliver on their mentor recruitment plans and share best practice
- Ensure effective delivery of the Regional Reach & Development Plan for Mentor recruitment, so that mentor recruitment and retention continuously meets regional demand

Exceptional relationship management

- Manage organisational recruitment campaigns & lead on ensuring continuous engagement of prospective mentors (from the individual to their organisation) strategically & practically at each stage, with the highest service quality & response rates.
- Build mentor commitment, confidence, support & engagement throughout the full mentor experience to enhance impact, retention and develop all mentor ambassador programmes.

Drive continuous improvement

- Continuously set expectations, monitor & report on performance & positively manage all exceptions in mentor recruitment and retention.
- Working with the Senior Leadership Team, continuously review and improve all stages of the mentor journey. Review processes to recommend & drive improvements in every aspect.
- Manage the systems to ensure quality control of all MCR mentor support documentation and maintain and share all MCR FAQs.

	Essential	Desirable
Skills & Experience	<p>Recent and successful experience of managing a team</p> <p>Highly skilled and experienced at relationship-building on an organisational and individual level</p> <p>Experience presenting compelling and emotionally engaging information sessions to individuals</p> <p>Experience leading consistently exceptional customer service teams, providing highly personalised services</p>	<p>Experience of recruiting and engaging with a diverse range of volunteers</p> <p>Knowledge of the care system and understanding of Corporate Parent duty</p> <p>Experience of mentoring</p>

	Experience utilising digital systems and data analysis to inform planning	
Abilities	<p>Ability to present information to organisations, and to persuade them to engage emotionally with the MCR programme</p> <p>Exceptional ability to build and maintain meaningful relationships with a broad range of stakeholders</p> <p>Self-motivated, committed to MCR cause and values, with the resilience to successfully conclude.</p>	
Attitude & values	<p>Positive, solution-focused attitude. Building confidence and encouraging others.</p> <p>Role model for Motivation, Commitment & Resilience.</p>	An understanding of the challenges and barriers that care-experienced and/or disadvantaged young people may experience
Qualifications	Degree or equivalent	Management or coaching qualification