

Mentor Relationship Manager

Job Description & Person Specification

Mentor Relationship Manager

Exceptional mentor experience

- Proactively support every mentor to maximise mentor engagement and provide support, encouragement and consistent feedback from first meeting onwards
- Develop annual schedule of Quality Assurance for mentor experience from Information Session attendance to matched and meeting and relationship ending. Systematically provide feedback, analysis, insight & solutions to MCR leadership team
- Implement an effective MCR recognition framework for our mentors, ambassadors, super ambassadors and champions.
- Build mentor communities, forums and support groups, continually sharing all case studies and good news examples

Mentor Ambassadors, events & training

- Help create, deliver & maintain engaging offline and online mentor communities, events and regional Champions and Mentor Ambassadors programmes. Support recruitment & engagement of Super Ambassadors
- Maintain a shared & coordinated calendar of external & internal mentor engagement events and training opportunities. Extend in each region to include other training and participation opportunities available via our partners.
- Promote and provide analysis and insight on the use of Mentor Hub, developing and delivering short sessions to mentors to share resources and best practice.

Additional volunteer management

- Set up & coordinate other forms of volunteering, recruitment campaigns and management processes.
- Set up & maintain an effective national and local framework to maximise the numbers supporting MCR marketing, mentor recruitment, tutoring, research and other key disciplines.
- Help create banks of additional mentor recruitment volunteers in LAs, corporate parents, HE and FE in particular

	Essential	Desirable
Skills & Experience	<p>Skilled and experienced in ensuring a high level of customer engagement, experience and retention.</p> <p>Highly skilled and experienced at relationship-building on an organisational and individual level</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>

	<p>Experience presenting compelling and emotionally engaging information sessions to individuals</p> <p>Experience utilising digital systems and data analysis to inform planning</p>	
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>	<p>An understanding of the challenges and barriers that care-experienced and/or disadvantaged young people may experience</p>
Qualifications	<p>Degree or equivalent</p>	<p>Management or coaching qualification</p>