

Partnership & Mentor Recruitment Managers - North & East Regions

Job Description & Person Specification

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Form Effective Partnerships & Exceptional relationships

- Acting as a passionate MCR ambassador, develop and maintain strong and lasting partnerships with Local Authorities, businesses and schools to drive and sustain mentor recruitment.
- 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 and events.

Drive Mentor Recruitment

- Organise, participate in, and actively support, all forms of mentor recruitment, mentor and volunteer engagement, events, communities & marketing.
- Support all regionally based staff to deliver on their mentor recruitment plans and share best practice
- Help lead the Mentor Services Team in your region to ensure mentor recruitment to the required quality, numbers and targets.
- Support all aspects of the recruitment channels 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.
- Develop and delivery the Regional Plans for Mentor recruitment, so that mentor recruitment and retention continuously meets regional demand

Stakeholder engagement and new area development

- Support a successful programme launch in new Local Authorities to maximise recruitment of mentors at scale and to target.
- Work with our Programme Managers to deliver a tailored local approach for organisation and community engagement, and identify opportunities for mentor recruitment and support for other parts of the MCR model.
- Research and provide insight on regional organisations who could provide significant numbers of mentors and support our programme.
- Work closely with Marketing to identify targeted promotional activity and distribute materials and impact evidence to drive mentor recruitment

Drive continuous improvement

- Continuously set expectations, monitor & report on performance & positively manage all exceptions in mentor recruitment and retention.
- 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.

Person Specification

	Essential	Desirable
Skills & Experience	<p>Recent and successful experience of managing a team</p> <p>Highly skilled and experienced at building and maintaining strong, positive relationships 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 utilising digital systems and data analysis to inform planning</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>
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> <p>Ability to remain focused and organised in a multi-tasking work environment</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>

