

Surrey Mentor Recruitment Manager

Job Description & Person Specification

Job Description

Effective Mentor Recruitment

- Recruit mentors to the required quality, numbers and targets.
- Actively manage all aspects of the recruitment channels to ensure individual mentors are fully and emotionally engaged throughout and efficient pipeline flow through to effective mentor matches that meets the expectations of all participants.
- Liaise with all regionally based staff to deliver on 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 meet 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.

Person Specification

	Essential	Desirable
Skills & Experience	<p>Recent and successful experience of proactive sales / recruitment</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 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 recruit mentors.</p>	
Attitude & values	<p>Positive, flexible, solution-focused attitude. Building confidence and encouraging others.</p> <p>Team player, committed to building confidence, encouraging others and facilitating success of regional team.</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>