

Community Engagement Officer - North Region

Job Description and Person Specification

Job Description/Key responsibilities

Form effective partnerships and exceptional relationships

- Act as a passionate MCR ambassador, and develop and maintain strong and lasting partnerships with local individuals, community leaders and champions, employers and business to business networks, community organisations and networks in the third sector, to drive and sustain mentor recruitment in your local area.
- Interact with people, groups and organisations regularly to make those special connections with people who will become our mentors.
- Develop and deliver the local plans for community engagement and relationship building and ensure these are shared and complement the regional partnerships and mentor recruitment efforts.
- Respond to the call for local help from your regional colleagues to follow a lead.
- Work with the highest customer service quality and effective response rates.

Drive mentor recruitment

- Organise, participate in and actively support all forms of mentor recruitment, mentor and volunteer engagement, community events and marketing.
- Support national and regional recruitment campaigns at the local level, by getting the message out and using all the tools at your disposal to promote the programme and reach community members: from local group social media posts to flyering, door knocking, working with local leaders and community representatives and champions.
- Work closely with the Partnerships Team to identify targeted marketing and promotions activity that is specific to your local area. Identify important messages, timelines, community milestones and celebrations that we need to connect into, to have our message heard. Develop and seek approval for local content within the standards of the organisation, and agree strategies to use digital platforms to engage and connect. To make regular social media contributions across a wide range of relevant platforms and spaces.
- Set up and run regular engagement activities, information and registration events and community conversations in your local area to raise the profile of the mentoring programme and get people talking about us.
- Attend key local groups like community councils, development trusts, third sector interfaces and volunteer bureaus to regularly promote the work of MCR and volunteering opportunities available.
- Professionally represent the team in your local area at key events in your local community calendar to raise awareness of MCR and drive registrations for mentor information sessions.
- Ensure, with relevant consents, local mentor and young people stories are shared and promoted for example on social media and with local press and community publications.
- Research and provide insight on local organisations who could provide mentors and / or support for our programme and share insights with the Partnerships team.
- Continuously set high expectations, monitor and report on performance in mentor recruitment.
- Build mentor commitment, confidence, support and engagement throughout the full partner/mentor experience to enhance impact and retention.

Training & Support

- Provide information, advice and guidance to prospective mentors on the commitment involved in mentoring.
- Work with mentor services colleagues to agree and deliver a programme of training dates for your local area.
- Use the prescribed resources and learning materials for mentor training and deliver good or outstanding sessions to prepare mentors for the programme. Use face to face and e-learning methods for delivering mentor training. Plan for and deliver additional support and adjust strategies to help mentors access the training.
- Routinely collect training feedback from participants so we can improve our programme.
- In collaboration with Mentor Services Manager, be a local point of contact for new mentors as needed.
- Provide support to our coffee conversation mentoring events and actively promote the idea of “bring a friend”.
- Contribute to identifying and nominating mentors for celebrations of their achievements and contributions.
- Promote use of the Mentor Hub, identify training materials and share best practice

School Support

- To build a strong positive relationship with the Pathways Coordinator. Hold regular supportive meetings to collaborate on tasks and priorities, and progress being made in the local area.
- Work closely with your local Pathways Coordinator in school, to identify specific mentors we need for our young people and use your contacts to try and source them.
- Attend school events (e.g. school fayres, parents evenings, school performances, careers marketplaces) alongside the Pathways Coordinator to ensure that MCR is well represented with the school’s community.
- Be ready to provide cover in school for our Pathways Coordinator’s to ensure mentoring relationships are well organised and supported in the event of absence. Responsibilities will include coordinating and supporting mentor meetings with their young people and being a go to person in school for the MCR programme.

Other

- Prepare for and attend a range of meetings to collaborate with colleagues, monitor progress and develop the programme.
- Maintain CRM records and quality assurance records as directed
- Contribute to self-assessment and business improvement planning including contribution of views and evidence
- Participate in quality assurance activities and respond proactively to feedback and make improvements as directed.
- Ensure the maintenance of safe working practices and environments for all staff and young people in accordance with the policies of MCR Pathways and relevant legislation. To risk assess any activities and events and seek advice on health and safety matters.
- Comply with data protection legislation and act responsibly on matters of data disclosure, both internally and to third parties.
- Commit to safeguarding and Prevent, and put the promotion and welfare of children, and young people at the forefront of your work.
- Commit to equal opportunities and to comply with MCR Pathways equality and diversity policies and practices.
- Commit to professional self development making full use of training and development opportunities identified through appraisal and quality assurance. To participate in the appraisal process.

Work Arrangements

- Transport requirements: The post will involve travel across your target area. You may be required to undertake some regional travel to attend in person team meetings for example.
- Working patterns: Regular day time and some evening and weekend working may be needed to cover events or meet with particular individuals or groups.
- Working conditions: Home working with meetings, events and training in classrooms, workshops, employer's premises or in community venues. Some events may be outdoors. May involve long periods of standing. May involve some manual handling, lifting, carrying and erecting of resources. May involve some lone working before and after events.

Key working relationships

Colleagues in the Partnerships Team, Mentor Services Team, Marketing Team, Schools Team, schools, volunteers and prospective volunteers, individuals, employers and organisations in your target area.

Person Specification

	Essential	Desirable
Knowledge and qualifications	<p>A relevant professional, vocational or graduate qualification for example in business, marketing, event management, community development, youth work, teaching or training.</p> <p>CPD must demonstrate up-to-date knowledge relevant to this position.</p> <p>Knowledge of the principles of community development and engagement.</p>	<p>A qualification or equivalent experience in teaching, training, mentoring, coaching, or information, advice and guidance.</p> <p>Knowledge of the principles of safeguarding and child protection and prevent duties.</p> <p>Knowledge of health and safety.</p> <p>Knowledge of equality and diversity.</p>
Skills and Experience	<p>Highly skilled and experienced at building and maintaining strong and positive partnerships / relationships on an organisational and individual level.</p> <p>Experience at presenting compelling and emotionally engaging information and awareness sessions to groups, partners and individuals.</p> <p>Experience working in community settings and engaging with specific groups or the wider community. Experience of working with young people or working in school settings.</p> <p>Project management expertise</p> <p>Experience of collaborative working within a team</p> <p>Experience delivering training or public speaking.</p> <p>Experience managing workload to meet sales targets or similar performance indicators.</p>	<p>Experience of working with care-experienced or vulnerable young people</p> <p>Experience at utilising Salesforce digital systems (or similar), and data analysis to inform planning.</p> <p>Experience of recruiting and engaging with a diverse range of volunteers</p>
Abilities	<p>Good or outstanding practitioner who is willing to share best practice and strategies, and is willing to innovate and try new things.</p>	<p>A range and depth of digital systems experience.</p> <p>To compile and maintain effective records and programme and process documentation</p>

	<p>Self-motivated, committed to the MCR cause and values, with the resilience to successfully sustain a range of relationships.</p> <p>Ability to remain focused and organised in a multi-tasking work environment.</p> <p>Confidence to lead on engagement work and collaborate with colleagues at all levels</p> <p>Excellent digital, administrative and organisational skills.</p>	
<p>Attitude and values</p>	<p>Positive, enthusiastic and solution-focused attitude.</p> <p>Flexible and adaptable to the needs of the organisation.</p> <p>Ability to work remotely and productively without constant direction.</p> <p>Non-judgemental and continuous improvement approach.</p> <p>Role model for motivation, commitment and resilience.</p>	<p>An understanding of the challenges and barriers that disadvantaged young people may experience.</p> <p>Young person consistently at the heart of professional values, practice and priority setting.</p>