

Mentor Services Coordinator - London (based Stevenage)

Job Description

- Provide excellent customer service to mentors, volunteers and partners using strong communication skills in person, on the telephone, in virtual meetings and by email
- Ensure all of our volunteer mentors are individually supported and fully engaged at every stage of their mentor journey
- Deliver information sessions, participate in mentor one-to-one conversations and facilitate mentor training sessions and other mentor engagement activities.
- Take responsibility to encourage and support progression of volunteer mentors through the mentor recruitment journey
- Provide, interpret and action operational reports and information to ensure continuous review and improvement to our mentor recruitment activity
- Be a passionate champion for the programme, actively participating in local and national networks to raise awareness of MCR and increase mentor recruitment

Person Specification

	Essential	Desirable
Skills & Experience	<p>Experience of building and maintaining positive relationships with a diverse range of individuals</p> <p>Experience of working in a customer facing environment; excellent customer service skills</p> <p>Strong written and verbal communication skills</p> <p>Highly organised with strong teamwork and time management skills</p> <p>Competent in using databases, spreadsheets e.g. Google Workspace, Word, Excel</p> <p>Awareness of the principles of safeguarding duties and child protection duties</p>	<p>Experience of recruiting and engaging a diverse range of volunteers or customers.</p> <p>Awareness or experience of the care system and understanding of the challenges care experienced young people face.</p> <p>Experience of handling customer complaints.</p> <p>Experience of carrying out DBS checks.</p>
Abilities	<p>Ability to remain organised in a multi-tasking working environment.</p> <p>Ability to work collaboratively with dedicated work colleagues</p>	<p>Experience of forming strong partnerships with both internal and external customers</p>

	<p>Ability to communicate with, present information to and engage groups and individuals both in person and via virtual platforms</p> <p>Ability to build and maintain strong relationships with a broad range of people</p>	
Attitude & values	<p>Positive, solution-focused attitude</p> <p>Inclusive, respectful and mindful of others</p> <p>Self-motivated and committed to MCR's values</p>	
Qualifications		GCSE English & Maths Grade C or equivalent