

Mentor Services Coordinator - NE England

Job Description and Person Specification

Job Description

Mentor Services Delivery

- Provide excellent customer service to prospective and existing mentors using strong communication skills in person, on the telephone, in virtual meetings and by email
- The ability to work with a range of mentors and be sensitive to volunteer needs, backgrounds and experiences.
- Ensure all volunteer mentors are individually supported and fully engaged at every stage of their mentor journey
- Maintain programme and quality assurance records including data on our CRM platform, and any other documentation as directed. To complete all data requirements required for the funding of the programme and for quality assurance
- Identify and internally report any concerns regarding mentors' suitability
- Attend and contribute to mentor events across the region

Mentor recruitment, training, engagement and support

- Working with the regional team, Programme Manager and school based staff, help drive mentor recruitment to the targets needed for your region
- Plan and manage the delivery of information sessions, participate in mentor one-to-one conversations and facilitate mentor training sessions and other mentor engagement activities both in person and remotely
- Promote use of the Mentor Hub, timely recording of mentor sessions and booking of mentoring appointments, identify training needs and sharing best practice
- Identify mentor skills set and promote MCR mentor champions programme, being an advocate for mentors throughout the matching process

MCR programme development, impact & continuous improvement

- To prepare for and participate in internal and external quality assurance activities, with attendance at training and support meetings as directed
- Take a proactive approach to achieving the delivery of key performance targets
- To attend team meetings and other appropriate meetings as required
- Attend training and collaborative sessions with partners as directed

Person Specification

	Essential	Desirable
Skills & Experience	<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>Awareness or experience of the care system and understanding of the challenges care experienced young people face.</p> <p>Exceptional emotional intelligence</p> <p>Experience of carrying out DBS checks.</p> <p>Experience of using CRM (Salesforce)</p>
Abilities	<p>Ability to remain organised in a multi-tasking working environment.</p> <p>Ability to work independently and collaboratively with dedicated work colleagues</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, resilient 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
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