

## **Partnerships Manager – North Scotland**

### **Job Description and Person Specification**

#### **Job Description**

##### **Effective Volunteer Mentor Recruitment**

- Recruit high-quality volunteer mentors to the required numbers through both online and face to face engagement
- Communicate MCR's purpose and develop purposeful relationships with prospective and existing mentors and organisations
- Engage with SME orgs and community groups to recruit local volunteers
- Work with colleagues to deliver on mentor recruitment plans and share best practice
- Manage organisational recruitment campaigns
- Manage systems to ensure accurate evaluation of recruitment at events
- Ensure effective delivery of the Regional Reach & Development Plan for Volunteer 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 volunteer mentors (from the individual to their organisation) strategically & practically at each stage, with the highest service quality & response rates.
- Build mentor commitment, confidence & engagement throughout the recruitment experience to enhance impact, retention and develop 'Volunteer Mentor Champion' programme.

##### **Drive continuous improvement**

- Continuously meet targets, monitor & report on performance & positively manage all exceptions in mentor recruitment and retention.
- Keep up to date with, and communicate persuasively and clearly, the challenges faced by disadvantaged and care-experienced young people, necessitating the need for MCR Pathways.

## Person Specification

	Essential	Desirable
<b>Skills &amp; Experience</b>	<p>Recent and successful experience of proactive volunteer recruitment</p> <p>Highly skilled and experienced at relationship-building on an organisational and individual level</p> <p>Excellent written and verbal communication skills and emotional intelligence</p> <p>Experience presenting compelling and emotionally engaging information sessions to stakeholder organisations and individuals</p> <p>Experience in delivering timely and consistently exceptional customer service, ensuring you reflect the MCR values</p> <p>Experience in data analysis to inform planning</p>	<p>Experience of recruiting and engaging with a diverse range of volunteers</p> <p>An understanding of the challenges and barriers that care-experienced and/or disadvantaged young people may experience</p> <p>Experience of mentoring or volunteering</p> <p>Experience in leading consistently exceptional customer service</p> <p>Experience of utilising Google Workspace and Salesforce</p>
<b>Abilities</b>	<p>Excellent ability to present information coherently with engaging manner</p> <p>Exceptional ability to build and maintain meaningful relationships with a broad range of stakeholders</p> <p>Ability to work independently and as part of a remote team</p>	<p>Excellent ability to present information to organisations and individuals and to persuade them to engage emotionally with the MCR programme</p>
<b>Attitude &amp; values</b>	<p>Self-motivated, committed to MCR cause and values, with the resilience to successfully recruit mentors.</p> <p>Can-do, proactive, flexible, solution-focused attitude.</p> <p>Team player, committed to going the extra mile to recruit mentors from all walks of life.</p>	
<b>Qualifications</b>	Degree or equivalent	Management or coaching qualification