

## **West Community Partnerships and Recruitment Coordinator Job Description and Person Specification**

### **Job Description**

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

- Support the recruitment of 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 local partners, organisations and community groups to recruit local volunteers
- Work with colleagues to deliver on mentor recruitment plans and share best practice
- Support and implement organisational recruitment campaigns
- Keep accurate records of all your activities in our system to track our progress
- Ensure effective delivery of local Volunteer mentor recruitment plans, so that mentor recruitment and retention continuously meets regional demand

#### **Relationship management**

- Support organisational recruitment campaigns & the engagement of prospective volunteer mentors from the local area
- Build mentor commitment, confidence & engagement throughout the recruitment experience to enhance impact and retention

#### **Drive continuous improvement**

- Meet targets, monitor & report on performance
- Keep up to date with, and communicate persuasively and clearly, the challenges faced by vulnerable young people, necessitating the need for MCR Pathways.

## **Mentor Services Delivery for East Renfrewshire**

Part of this role is managing the mentor services provision for East Renfrewshire this will be the equivalent of one day a week but will fit round the jobs other responsibility this involves:

- Establish and grow exceptional relationships with school based staff and other relevant partners that support the mentor journey from recruitment to relationships ending
- The ability to work with a diverse range of mentors and be sensitive to volunteer needs, backgrounds and experiences.
- Provide excellent customer service to mentors, volunteers and partners using strong communication skills in person, on the telephone, in virtual meetings and by email
- Take responsibility for, encourage and support progression of volunteer mentors through the mentor recruitment journey, always striving to meet all pipeline deadlines
- Ensure all volunteer mentors are individually supported and fully engaged at every stage of their mentor journey
- To maintain programme and quality assurance records including data on Pathfinder, and any other documentation as directed. To complete all data requirements required for the funding of the programme and for quality assurance
- To contribute to identifying and nominating mentors for awards and provide case studies and good news stories to aid the celebration of mentors achievement.
- Experienced in understanding and applying for DBS/PVG Checks and referring on any concerns as required
- Identify any concerns regarding mentors suitability and following MCRs referral process to report
- Attend and contribute to successful events in schools, businesses and with other organisations when required

## Person Specification

	Essential	Desirable
<b>Skills &amp; Experience</b>	<p>Recent and successful experience of proactive volunteer recruitment</p> <p>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 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>Ability to build and maintain strong relationships with a broad range of people</p>	<p>Excellent ability to present information to organisations and individuals and to persuade them to engage emotionally with the MCR programme</p>
<b>Attitudes &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</p>	

	mentors from all walks of life.  Inclusive, respectful and mindful of others	
Qualifications		GCSE English & Maths Grade C or equivalent