

Mentor Services and Recruitment Coordinator

Job Description and Person Specification

Job Title: Mentor Services and Recruitment Coordinator

Team: Mentor Services

Region: North - Highlands and Moray

Contract: 1 Year Fixed Term

Hours: 37.5 per week (negotiable)

Location: Hybrid working based between your home with occasional travel across the Highlands and Moray. A driving licence and car are essential for the role and travel expenses will be reimbursed.

Starting Salary: £26,780

Grade: 2, PA4 - PA7

Manager: Programme Manager

Line Management Responsibility: N/A

Overview

The Mentor Services and Recruitment Coordinator provides exceptional customer service to volunteer mentors, using strong communication skills in person, by phone and email. The primary focus is to ensure that all volunteer mentors receive individualised support and remain fully engaged throughout their mentor journey, from the recruitment stage onwards. The Mentor Services and Recruitment Coordinator is responsible for timely recording and updating of all internal mentor recruitment documentation and assisting with the planning and running of mentor recruitment activities.

Job Description

Mentor Services Delivery

- 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 people and be sensitive to volunteer needs, backgrounds and experiences.
- Provide excellent customer service and support 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 deadlines.
- To maintain programme and quality assurance records including data on Pathfinder, and any other documentation as directed.
- Form a comprehensive understanding of the PVG application process.

- Identify any concerns regarding mentors suitability, following MCRs referral process to report.

Mentor recruitment, training, engagement and support

- Work with the regional team, Programme Manager and schools based staff, to help drive mentor recruitment to the targets needed for your schools.
- Assist in the planning and management of recruitment campaigns in the region alongside the Partnerships Manager and the regional schools team, including recruitment events and developing media content in its various forms.
- Manage information sessions, participate in mentor one-to-one conversations and facilitate mentor training sessions and other mentor engagement activities both in person and remotely.
- Attend and contribute to successful mentor events in schools, businesses and with other organisations when required.
- Promote use of the Mentor Hub, timely recording of mentor sessions and booking of mentoring appointments, to identify training needs and share best practice.
- Participate in and support structured coffee conversations and meet the mentor events, to support and develop their practice, aid matching / rematching, and encourage their continued involvement with the programme.
- Continually feedback to the Programme Manager all mentor issues, improvement suggestions and perspectives on quality of matches.
- Contribute to identifying and nominating mentors for awards and provide case studies and good news stories to aid the celebration of mentor achievements.
- Be a passionate champion for the programme, actively participating in local and national networks to raise awareness of MCR Pathways and increase mentor recruitment.

MCR programme development, impact & continuous improvement

- Feedback programme improvement strategies (regional or school specific) to MCR team.
- Active participation in the MCR mentor service forums and peer support networks.
- To prepare for internal and external quality assurance activities, with attendance at training and support meetings as directed.
- Take a proactive approach to securing the delivery of key performance targets and any other measures associated with the funding as directed from time to time.
- To attend team meetings and other appropriate meetings as required. Attend training and collaborative sessions with partners as directed.
- Contribute to performance reports as directed.
- To be responsive to the Programme Manager and Partnerships Manager and directions given for quality or programme improvement.

General

- Deputise for absences of other Mentor Service Coordinators as required.
- Highly organised with strong team work and time management skills.
- Awareness or experience of the care system and understanding of the challenges care experienced and disadvantaged young people face.
- To ensure the maintenance of safe working practices and environments for all staff and young people in accordance with the policies of MCR and relevant legislation.
- To be committed to equal opportunities and to comply with MCR's diversity and equality policies. To be committed to safeguarding young people and follow policies, practices and procedures in relation to protecting children and young people.

- To be committed to professional self-development making full use of training and development opportunities identified through appraisal.
- Awareness of principles of child protection and safeguarding and ensuring they are implemented throughout the organisation.

Other

- The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

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>Experience of assisting with recruitment or promotional activities or campaigns using various forms of media and in-person events</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 engaging and supporting 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>Exceptional emotional intelligence</p> <p>Experience of supporting invested volunteers</p> <p>Experience of carrying out PVG 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</p>	<p>Experience of forming strong partnerships with both internal and external customers</p> <p>Ability to work supportively and effectively with trauma informed practice</p>

	<p>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		<p>Standard Grade, National 5 or GCSE English & Maths Grade C or equivalent.</p>