

Volunteering Matters Job Description

Job Title: Mentor Manager

Location: Dundee

Contract Type: Fixed Term

Hours: 35 hours per week

Salary: FTE £25,625

DBS/PVG: PVG

Job Family: 3

Line Manager: Rachel Stevenson

Start Date: ASAP

Interview Dates: TBC

Who we are

At Volunteering Matters, we believe people have the power to create change. Whether through volunteering by helping others and giving time, or through social action such as speaking up, campaigning, or leading change, everyone can make a difference. We bring people together to build stronger communities across England, Scotland and Wales, making sure everyone has the chance to get involved and create real change.

What we do

We help people of all ages and backgrounds get involved in volunteering and social action. We focus on making sure that everyone, no matter their situation, has the chance to take part.

How we do this

We support people to share their time and skills to help others and tackle big challenges in their communities.

- **We remove barriers to volunteering and social action**, making it easier for people who don't always get the chance to take part.
- **We listen to and amplify voices** that aren't always heard, helping volunteers and communities influence change.
- **We help volunteers beyond their first experience**, offering training, support, and pathways to new opportunities.
- **We connect businesses with communities**, creating meaningful employee volunteering projects.
- **We show the impact of volunteering and social action**, proving how it changes lives for the better.

Our promise to volunteers

We are always looking for new ways for volunteers to make a difference. We bring people together across generations and backgrounds to learn from each other and create change. At the same time, we make sure that all our volunteers are trained, supported, and valued, so they feel confident in what they do.



Role Purpose

Our Mentoring and Supported Volunteering program (MSV) empowers people to improve their quality of life & reduce their vulnerabilities by using volunteer mentors and volunteer opportunities within their communities to build resilience, confidence & aspirations, gain practical experience, boosting CV's through obtaining UK based references and moving towards employment.

Our approach is person centered and participants are matched with a volunteer mentor whose experience, expertise or interests compliment the needs & aspirations prioritised by the person and provide peer support & mentoring delivered flexibly in the community.

Regular intensive engagement sessions with volunteer mentors provide a unique third space between services/institutions/employer & friend/peer in which people can work towards positive changes & goals in a supportive, strengths-based setting.

MSV focusses on a strengths-based approach, combining peer support & mentoring enabling people to engage in a self-determined & positive way with community and employment opportunities.

We also offer tailored, and supported volunteer placements with our third sector charity partners, for a period of 3-6 months tailored directly to the individual's needs. This is based on their job aspirations, current skillsets, motivations, and interests to create the "best fit" and get the most out of the experience. The mentor manager successful in this post will not directly place or support participants in these volunteering placements but will work closely with the MSV volunteer manager as there is often cross-over of participants and 'in-house' referrals between mentoring and supported volunteering, as these services are often complementary to each other.

Key Duties Responsibilities

- To recruit, process, train and support volunteer mentors across Dundee.
- Develop strong relationships with our diverse pool of mentors to ensure they feel supported, valued and listened to
- Provide information to key workers about our mentoring offer, including FAQ sheets and promotional materials that can be shared
- Explore new avenues for mentor recruitment and develop and maintain relationships with referral partners
- Create engaging content and share with our Communications Team so it can be promoted across our social media channels
- To engage directly with our local beneficiaries, who have numerous barriers and challenges in their lives, and work to understand their wants, needs and aspirations in order to make the best mentor match
- To manage the risk assessment, quality assurance and audit processes as appropriate
- Ensure monitoring, impact and evaluation information and data is collected and that the project meets its agreed targets, reporting format and schedule.
- Assist in project development and in the creation of new resources and training materials
- Promoting and representing Volunteering Matters



- Contribute to the wider Volunteering Matters staff teams, upholding our values and commitment to equality, diversity and inclusion at all times.

Skills

- A sound and comprehensive understanding of the particular challenges and barriers that people face
- Outstanding written and verbal communication skills
- Excellent organisational and IT skills
- Excellent people skills with the ability to build professional, long-term relationships with others
- Person-focused, and adaptable – able to go from delivering mentor training to chatting with a nervous beneficiary
- Ability to manage a busy workload and prioritise accordingly
- Strong attention to detail and a willingness to accurately record all interactions
- An understanding of safeguarding and the importance of following the organisation’s policy and procedures related to this
- A passion for supporting people and in particular, an understanding of the value and impact mentoring can have
- Confidence delivering training virtually and face to face

Experience Required

- Experience working with and supporting a diverse range of people in a community setting is essential
- Demonstratable relationship management experience with a wide range of partners and stakeholders
- Proven ability to communicate effectively and work as part of a team
- Experience delivering training would be advantageous.

Qualifications

Relevant experience and values alignment is more important for this role than specific qualifications

Other

Although home-based, our model of delivery requires being “on the ground” in communities, and so a regular presence in, and travel within Dundee is required.

All aspects of the role will be risk assessed.

Internet access to enable remote working is essential. IT equipment and infrastructure will be supplied.

This role requires membership of the PVG (Protection of Vulnerable Groups) scheme. Having a conviction will not necessarily cause a bar to employment.



Essential Requirements all staff

Understanding of Our Values

Demonstrates awareness of and alignment with Volunteering Matters' core values.

Commitment to promoting inclusion, respect, and community impact.

Teamwork and Collaboration

Works well with others and contributes to a supportive, inclusive environment.

Able to collaborate across teams and with external partners.

Commitment to Equality, Diversity, and Inclusion (EDI)

Understands the importance of EDI in all aspects of work.

Treats all individuals fairly and respectfully.

Communication Skills

- Clear and effective verbal and written communication.
- Ability to engage positively with colleagues, volunteers, and external stakeholders.

Organisation and Time Management

- Ability to manage tasks effectively and prioritise workload.
- Reliable and proactive in meeting deadlines.

Problem-Solving and Initiative

- Can identify challenges and propose practical solutions.
- Shows initiative and resourcefulness in supporting projects and volunteers.

Commitment to Volunteering and Community Impact

- Enthusiasm for volunteering and creating positive change in communities.
- Awareness of the impact of volunteering on individuals and society.

IT Literacy

- Comfortable using standard office software and digital tools relevant to the role.

- Must adhere to the organisation's Code of Conduct and uphold its values at all times.
- Proficient in Microsoft 365, particularly Outlook, Teams, Word, and Excel, with the ability to manage email communications and collaborate digitally.
- Strong written and verbal communication skills, with the ability to write clearly and professionally in English.
- Able to work effectively both independently and as part of a team, managing time and priorities in a busy environment.
- For remote roles, candidates must be self-starters who can work with minimal supervision, stay organised, and remain motivated to meet deadlines and deliver quality outcomes.
- Attention to detail and a proactive approach to problem-solving and information sharing.
- Adhere to all health and safety policies and procedures, and promptly report any hazards, near misses, or incidents in line with organisational guidelines



VOLUNTEERING MATTERS

Our Values & Way of Working

In all that we do we are guided by our values: Empowering, Inclusive, Compassionate, Positive & Straightforward.

