

## Mentor Services Coordinator

### Job Description and Person Specification

#### Job Description

- Provide excellent customer service to mentors, volunteers and partners using strong communication skills on the telephone, in virtual meetings, by email and sometimes in person
- Ensure all of our volunteer mentors are individually supported and fully engaged at every stage of their mentor journey
- Deliver information sessions, participate in mentor one-to-one conversations and facilitate mentor training sessions and other mentor engagement activities.
- Take responsibility to encourage and support progression of volunteer mentors through the mentor recruitment journey
- Provide, interpret and action operational reports and information to ensure continuous review and improvement to our mentor recruitment activity
- Be a passionate champion for the programme, actively participating in local and national networks to raise awareness of MCR and increase mentor recruitment

#### Person Specification

	Essential	Desirable
<b>Skills &amp; Experience</b>	<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>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 DBS checks.</p> <p>Experience of using CRM (Salesforce)</p>

<p><b>Abilities</b></p>	<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>	<p>Experience of forming strong partnerships with both internal and external customers</p> <p>Ability to work supportively and effectively with trauma informed</p>
<p><b>Attitude &amp; values</b></p>	<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>	
<p><b>Qualifications</b></p>		<p>GCSE English &amp; Maths Grade C or equivalent</p>