

Job Pack

1MM Volunteer Mentor Manager - London

(Hybrid working in London)

One Million Mentors is a unique community-based mentoring system with one simple aim. To transform our society by connecting one million young people with one million opportunities.

This is social change...at a national scale.



1MM's Approach to Mentoring

1MM mentoring empowers young people to become the best version of themselves: building relationships - free of assumption and judgement - where they benefit from another's experience and perspective and can think bigger, find their own answers and take the next meaningful step into their future.

We recruit, train and deploy volunteer mentors, matching them with mentees and providing high quality support to both so that they are well prepared and can have an effective and impactful mentoring relationship. Our mentoring is one to one, for young people aged 14-25 years old, for 1 hour, once a month, for up to a year.



Where are we now?

One Million Mentors (1MM) is an exciting community-based mentoring programme, quickly growing roots around the UK. Our aim is to recruit, train and deploy a million mentors in order to transform a million young lives.

This ambitious programme backs the talents of young people to improve their career chances. 1MM was founded on the belief that through personal, one-to-one mentoring, more young people can grow the knowledge, networks, skills, and confidence they need to succeed.

Through our innovative online platform and personalised mentoring, young people are connected with an ever-growing network of businesses and professionals. 1MM harnesses and shares the experience and expertise of local leaders to provide face to face, 1:1 structured support and opportunities to young people to improve their social networks and employability prospects.

We work with Regional Mayors, local councils, employers, youth partners and communities to support key strategic priorities such as the Catch Up Agenda in schools, cost of living crisis, labour and skills shortage as well as supporting the wellbeing of young people in these challenges and unprecedented times.

Over the past five years 1MM has established nearly 5,000 one-to-one mentoring relationships across Greater Manchester, the West Midlands, East London and the Cardiff region. We have gained important insights at the local level, from our 100 plus youth partners and over 200 local employers of the key opportunities and barriers for engaging in mentoring.

Over the next three years our strategic priorities are to scale up mentoring across all our existing regions, expand into new regions and secure a diverse funding portfolio in order to sustain our scale and ambition.

We are looking to achieve a million connections in the next 10 years.

That's where you come in!

1MM Volunteer Manager, job description

Mission: One Million Mentors' aim is to ensure that every young person in the country has access to a trained mentor as they transition into adulthood. We believe that investing in mentors will help to address the skills gap agenda and improve social cohesion..

Reporting to the Chief Commercial Officer (CCO), the Volunteer Manager (VM) will be heavily involved in helping 1MM to scale up by overseeing the high-quality sourcing of volunteers to join as 1MM Mentors across the regions, who go on to become confirmed matches for high quality mentoring relationships. This will include partnership development, online site listing, and matching mentors/mentees, general oversight of mentoring relationships in different programmes, implementation of safeguarding measures, fundraising, meeting growth targets and leading all aspects of volunteer management. The role will help to establish a pipeline across the regions, with 5000 new mentors anticipated for 2024.

As well as the activity laid out below, key priorities/tasks will be:

- Ensuring that 75% of mentors coming online have completed the platform mentor training within 1 month, and that conversion results in sufficient and timely readiness of mentors to meet the needs of programmes with one month's lead time.

- Providing ongoing support to 1MM's Volunteer Providers (eg employer organisations) , maintaining strong relationships.
- Securing one corporate sponsor per quarter.
- Becoming familiar with the 1MM Platform, using it comfortably for ongoing administration and providing support to mentors.
- Providing a weekly update on various aspects of volunteer recruitment, including expected supply, actual registration, and confirmed matching. Share lessons learned on volunteer conversion and matching with the wider team.

Helping to secure 1000 trained mentors per quarter for young people on 1MM Mentoring Programmes, supporting a mentoring experience which is safe and impactful and young people registering independently by:

- Overseeing a successful sourcing strategy across multiple regions, taking into account local context to ensure the sourcing of appropriate mentors and strategic partners.
- Working with the Regional Managers (RMs) and Programmes Administrators (PAs) to secure confirmed volunteers ahead of a programme's scheduled launch.
- Recruiting mentors and organisations from diverse and under-represented backgrounds in line with 1MM's mission.
- Identifying potential corporate partners and delivering high quality presentations.
- Utilising the existing mentor pool and organic registrations effectively, building strong relationships with any employer organisations, and knowing when to escalate issues in those relationships to a higher level.
- Understanding differing regional priorities and ensuring 1MM stays aligned with those priorities.
- Working with the PAs to troubleshoot and resolve individual mentor issues, ensuring a seamless experience for every mentor, and providing feedback to the Chief Commercial Officer (CCO) to support learning and continuous improvement.
- Ensuring mentoring relationships are successfully completed, end evaluations are done and that there is a high retention rate of mentors.

Onboarding of participants, matching, and ongoing support for all stakeholders (mentors & mentees) and lay the foundations for strong mentoring relationships by:

- Following the appropriate processes and working with PAs to deliver mentee inductions, mentor inductions, and icebreaker sessions.
- Engage well with an online audience and deliver content effectively.
- Working with colleagues to enhance volunteer recruitment and management; eg. social media recruitment, smooth onboarding experience, and safeguarding knowledge.

Support 1MM's strategy of increased funds from corporate partners (working together with the CCO) by:

- Connecting with national and regional businesses, communities and networks, articulating how and why 1MM makes a difference.
- Understanding the regional and national priorities and being able to connect these with 1MM's mission in the region and having the judgement to know when to pull in the CCO to support a partnership.
- Growing the share of 1MM's overall funding pipeline from employers.
- Being an effective ambassador for 1MM in social media forums. As part of mentor recruitment efforts, participate in social media communities.
- Planning and organising local and regional events as may be necessary.

Take responsibility, follow 1MM's working norms, and collaborate effectively with others, by:

- Being proactive and solutions focused eg, taking ownership of issues in the region and identifying root causes by offering suggestions on how to prevent recurrence and improve.
- Abiding by all organisational policies, codes of conduct and practice, including working to administration and communication protocols and supporting diversity and equality of opportunity in the workplace.
- Working within 1MM's IT framework, using organisational tools as required and established across all the 1MM team – currently includes the 1MM Platform, BreatheHR, Bitrix24, Slack, Send in Blue and Google Drive.

The 1MM Platform is central to our operations and requires all members involved with delivery to contribute to its improvements, testing of it, supporting of mentors and mentees, and in particular inducting the Mentoring Coordinators of our youth partners.

Support data collection, development discussions, testing, and use of the platform, and providing support to users, by:

- Assisting the Data & Insights Officer to monitor, collate, and analyse mentor-recruitment and onboarding data. Support with focus groups, quotes and case studies across the regions.

Person Competencies

This sets out the ten essential competencies we are seeking for this post. Please ensure that your CV demonstrates how you meet the competencies. In your Covering Letter you should highlight how you demonstrate two of these competencies in more detail, with the opportunity to demonstrate how you are working towards any competencies you feel you are lacking in. You may include voluntary, unpaid and paid work.

1. Experience of corporate/employer engagement with a minimum of 12 months relevant work experience
2. Experience of working in a target orientated environment.
3. Volunteer outreach and engagement at scale through multiple channels, both online and in-person.
4. Experience of recruitment to meet challenging targets.
5. Excellent relationship management skills.
6. A demonstrated knowledge of or a passion towards mentoring and social action.
7. Experience managing, motivating and empowering staff or mentors.
8. Comfortable with presenting to groups online and in-person.
9. Very strong spreadsheet skills, specifically with Google Sheets but also MS Excel. Comfortable with IT systems in general.
10. Confident and self-motivated with high standards of quality and the ability to stay focussed in the face of changing priorities.

We also expect all applicants to be able to demonstrate a commitment to anti-discriminatory practice and equal opportunities, with an ability to apply awareness of diversity issues to all areas of work.

Good governance, rigour, and quality are three key pillars that 1MM is built upon and is expected from all members of the team. This has allowed us to become one of the most exciting mentoring organisations in the UK!

What we have to offer

The role offers:

- The opportunity to be part of a dynamic, values-driven organisation working to achieve lasting social change.
- A unique opportunity to work across the business, public and third sector to develop innovative ways of harnessing the potential of young people in the United Kingdom.
- An exciting opportunity to shape a growing organisation.
- Monthly Learning and Development training sessions for the whole team to enhance your personal development.
- 15 hours per year volunteering allowance.

Terms and Conditions:

This is a full time role offered in London, for 6 months (continuing subject to funding). This is a hybrid role with two days working at home, two days in the London office and one day where it is up to you.

Remuneration and benefits: Salary bracket of £29,000 per annum plus London Weighting (pro rata), up to 6.5% employer pension contribution and 25 days holiday per year (pro rata).

How to apply

Application is made by submitting **a CV and a Cover Letter**:

The CV should be tailored to demonstrate how you meet the competencies.

The Cover Letter should highlight how you demonstrate two of these competencies in more detail, with the opportunity to demonstrate how you are working towards any competencies you feel you are lacking in. The Cover Letter should also detail why you are interested in the role, why you want to work for One Million Mentors, and how your values match those of our own. The Cover letter should be no more than 2 pages of A4. **Applications without a cover letter will not be considered.**

We encourage applicants from diverse and underrepresented backgrounds to apply to this role.

One million Mentors is committed to ensuring all necessary steps are taken to protect children and adults at risk from harm. All 1MM staff are expected to observe professional standards of behaviour and conduct their work in line with our Safeguarding Policies. Any Employment with One Million Mentors will be subject to the following checks prior to your start date:

- A self disclosure form
- A satisfactory police record check to include a Disclosure and Barring Service (DBS) check
- Receipt of satisfactory references
- Proof of eligibility to work in the UK

Please send your application to enquiries@1mm.org.uk, quoting **"Volunteer Manager"**. Applications should include your notice period and two referees where possible, to be contacted with your permission.

We will be carrying out rolling interviews for this role so encourage prompt applications to avoid disappointment. The final closing date is 12 noon on Saturday 27th April 2024, but we reserve the right to close this application early.

We regret that we will only be able to offer feedback to shortlisted applicants.