

West London Volunteer Recruitment Manager

Job Description & Person Specification

Job Description

Effective Volunteer Mentor Recruitment

- Recruit high-quality volunteer mentors to reach the required targets both through engagement in the community and with organisations
- Communicate the charity's purpose and need, developing purposeful relationships with prospective mentors and organisations
- Work with colleagues to deliver on mentor recruitment plans and share best practice
- Working closely with the marketing team manage effective recruitment campaigns
- Manage systems to evaluate and assess effectiveness of strategy and practice
- Ensure effective delivery of the Regional Reach & Development Plan for Mentor recruitment, so that mentor recruitment and retention continuously meets regional demand

Exceptional relationship management

- Manage organisational recruitment campaigns & lead on ensuring continuous engagement of prospective mentors (from the individual to their organisation) strategically & practically at each stage, with the highest service quality & response rates.
- Build mentor commitment, confidence & engagement throughout the recruitment experience to enhance impact, retention and develop mentor champion programmes.

Drive continuous improvement

- Continuously meet targets, monitor & report on performance & positively manage all exceptions in mentor recruitment and retention.
- Keep up to date with, and communicate persuasively and clearly, the challenges faced by disadvantaged and care-experienced young people, necessitating the need for MCR Pathways.

Person Specification

| | Essential | Desirable |
|--------------------------------|--|--|
| Skills & Experience | <p>Recent and successful experience of proactive sales / recruitment</p> <p>Highly 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 in data analysis to inform planning</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 teams</p> <p>Experience of utilising Google Workspace and Salesforce</p> |
| Abilities | <p>Excellent ability to present information to organisations and individuals and to persuade them to engage emotionally with the MCR programme</p> <p>Exceptional ability to build and maintain meaningful relationships with a broad range of stakeholders</p> | |
| Attitude & values | <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 mentors from all walks of life.</p> | |
| Qualifications | Degree or equivalent | Management or coaching qualification |

