East and South East Scotland Mentor Services Coordinator
Job Description and Person Specification

Job Title: Mentor Services Coordinator
Team: Mentor Services
Region: East Scotland
Contract: 1 Year Fixed Term
Hours: 37.5 per week
Location: Hybrid working based between your home with occasional travel. A driving license and car are essential for the role and travel expenses will be reimbursed.
Starting Salary: £26,780
Grade: PA4 - PA7

Manager: Head of East Region
Line Management Responsibility: N/A

Overview

Mentor Services Coordinators provide exceptional customer service to mentors, using strong communication skills in person, by phone and email. The primary focus is to support local recruitment and ensure that all volunteer mentors receive individualised support and remain fully engaged throughout their mentor journey. The Mentor Services Coordinator is responsible for timely recording and updating of all internal mentor recruitment documentation, supporting organisational recruitment campaigns, and assisting with local mentor recruitment

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 mentors and be sensitive to volunteer needs, backgrounds and experiences.
- Provide excellent customer service 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 all pipeline deadlines.

- Ensure all volunteer mentors are individually supported and fully engaged at every stage of their mentor journey.
- To maintain programme and quality assurance records including data on Pathfinder, and any other documentation as directed. To complete all data requirements required for the funding of the programme and for quality assurance.
- To contribute to identifying and nominating mentors for awards and provide case studies and good news stories to aid the celebration of mentors achievement.
- Experienced in understanding and applying for PVG Checks and referring on any concerns as required.
- Identify any concerns regarding mentors suitability and following MCRs referral process to report.
- Attend and contribute to successful events in schools, businesses and with other organisations when required.

Mentor recruitment, training, engagement and support

- Consistently support and actively engage mentors throughout the length of their mentoring relationships.
- Working with the regional team, Programme Manager and schools based staff, to help drive mentor recruitment to the targets needed for your school(s).
- Plan and manage the delivery of information sessions, participate in mentor one-to-one conversations and facilitate mentor training sessions and other mentor engagement activities both in person and remotely.
- Promote use of the Mentor Hub, timely recording of mentor sessions and booking of mentoring appointments, identify training needs and sharing 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 programme managers all mentor issues, improvement suggestions and perspectives on quality of matches.
- Identity mentor skills set and promote MCR mentor champions programme, being an advocate for mentors throughout the matching process.
- 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 continuous improvement project teams when formed across the region and/or when the need is identified.
- 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 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. To ensure job knowledge is updated by participating in educational opportunities, reading publications, attending team meetings and participating in and maintaining professional networks.
- 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	Experience of building and maintaining positive relationships with a diverse range of individuals Experience of working in a customer facing environment; excellent customer service skills Strong written and verbal communication skills Highly organised with strong teamwork and time management skills Competent in using databases, spreadsheets e.g. Google Workspace, Word, Excel Awareness of the principles of safeguarding duties and child protection duties	Experience of engaging and supporting a diverse range of volunteers or customers Awareness or experience of the care system and understanding of the challenges care experienced young people face Exceptional emotional intelligence Experience of supporting invested volunteers Experience of carrying out PVG checks. Experience of using CRM (Salesforce)
Abilities	Ability to remain organised in a multi-tasking working environment Ability to work independently and collaboratively with dedicated work colleagues Ability to communicate with, present information to and engage groups and individuals both in person and via virtual platforms Ability to build and maintain strong relationships with a broad range of people	Experience of forming strong partnerships with both internal and external customers Ability to work supportively and effectively with trauma informed practice
Attitude & values	Positive, solution-focused, resilient attitude Inclusive, respectful and mindful of others	

	Self-motivated and committed to MCR's values	
Qualifications		GCSE English & Maths Grade C or equivalent