# JOB DESCRIPTION

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| **Title:** | **MentorMe Administrator** |
| **Reports to:** | MentorMe Manager |
| **Regular Liaison with:** | MentorMe Manager and the Team |
| **Based at:** | St Agnes Church, Thomas Street, St Pauls, Bristol, BS2 9LL |
| **Sixty-One:** | Sixty-One's object is to help people with a criminal conviction lead meaningful, crime-free lives. Inspired by verses from Isaiah 61 (from which we take our name) - we do this by offering practical love, relational support and creating community for those on the margins – irrespective of whether they have or are of a different faith. We also seek to inspire, enable and equip churches and others to participate in this work. We do not seek to convert anyone. |
| **Job Purpose:** | With the MentorMe Manager and Team, the MentorMe Administrator role provides end-to-end volunteer coordination and project support to the mentoring team |
| **Job Focus:** | This role is responsible for processing all mentoring and volunteer applications, overseeing compliance checks, logging and reviewing mentor meeting reports, maintaining CRM databases, administrating celebration events, and supporting MentorMe team communications |
| **Our values:** | Candidates are welcome irrespective of their faith background. However, the successful candidate will need to be sympathetic to our values as an organisation and to be willing to work closely with and inspire Christian congregations who support our work |

**Tasks:**

**1) Volunteer Mentor Recruitment & Onboarding**

a. Application Processing: Recording and tracking volunteer expressions of interest in mentoring, new volunteer applications and following up with individuals in a timely manner
b. Vetting & Compliance: Processing volunteer DBS checks and renewals, requesting mentor references, and sending official correspondence to church leaders regarding new volunteers
c. Mentor Training, Admin & Logistics: Coordinating MentorMe training sessions and interviews - including venue bookings with local churches, RSVP tracking, room setup and refreshments
d. Database Onboarding: Recording new trainees and updating volunteer details on CiviCRM, preparing welcome documentation and onboarding materials

**2) Mentor Support & Report Monitoring**

a. Report Processing: Receiving, reviewing, and archiving all Mentor Meeting Reports, logging meetings in the CRM database, sending email acknowledgments

b. Triage & Escalation: Identifying mentor queries, support needs, or potential safeguarding/operational concerns within meeting reports and escalating them to Project Liaison Officers (PLOs) or the Project Manager as applicable
c. Volunteer Engagement: Acting as a point of contact for mentors via phone and email and providing cover for PLOs when necessary
d. Volunteer Recognition: Overseeing birthday and anniversary recognition cards for mentors and mentees

**3) Referral & Caseload Administration**

a. Referral Processing: Logging incoming mentoring referrals on the CRM database, printing/scanning referral documents, and maintaining accurate physical and computerised records
b. Initial Contacts: Contacting referred individuals via phone/text to introduce the project and schedule assessment meetings with PLOs using shared calendars
c. Digital Records: Scanning and archiving completed PLO assessment forms, supporting the team's transition toward a fully digital filing system
d. Meeting Support: Organising caseload and MentorMe team meetings, taking minutes, and tracking action points

**4) Events, Communications & Marketing Support**

a. Celebration Events: Leading the admin, purchasing, logistics, and Health & Safety arrangements for celebration events and providing hands-on support during events
b. Newsletter Production: Producing the monthly project newsletter via Mailchimp—sourcing content, gathering mentor pieces, ensuring project manager inputs, and managing distribution lists
c. Outreach: Coordinating mailing invites, and processing course feedback through SurveyMonkey
d. General MentorMe Operations: Coordinating Group Supervision and liaising with partner venues.

**Essential Person Specification**

1. Excellent interpersonal communication and listening skills
2. Good at keeping ongoing and up to date records within computer systems
3. Experience of using Microsoft Office suite, Google Mail, Drive, Calendar etc.
4. Proven track record in data processing, checking, and reference management
5. A can-do attitude with the ability to problem-solve
6. A good team player who is reliable and accountable
7. Clear, warm, and effective communication skills across phone, email, newsletters
8. High level of attention to detail, strong multitasking abilities, and structured record-keeping
9. Practical experience organising event logistics, venue arrangements, and basic Health & Safety checks
10. Willingness to get the job done and occasionally work out of normal working hours
11. Commitment to all aspects of Sixty-One's Equal Opportunities Policy

12. Empathetic & Professional: Comfortable building positive rapport with volunteers, mentees, church leaders, and project staff
13. Proactive & Alert: Detail-oriented and capable of picking up key details or issues in volunteer reports and taking initiative to report them
14. Trustworthy: Maintains strict confidentiality regarding sensitive participant and volunteer records.
15. Adaptable: Thrives in a hands-on, collaborative role within a small charity environment

**Desirable Person Specification**

1. Experience of using CiviCRM database software
2. Driving licence and access to a car
3. An understanding of the Criminal Justice System

**TERMS AND CONDITIONS**

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| **Contract**: | The MentorMe Administrator will be employed by Sixty-One |
| **Remuneration**: | £27,300 FTE per annum (£16,380 Pro Rata) |
| **Hours:** | 22.5 hours per week |
| **Pension:** | A company pension is offered |
| **Expenses:** | All allowable and reasonable expenses in connection with work are reimbursed |
| **Work base:** | The Sixty-One office at St Agnes Church, Thomas Street, Bristol, BS2 9LL or such other location (including working in prisons) as may from time to time reasonably be required. |
| **Accountability:** | The MentorMe Administrator will be accountable to the MentorMe Manager |
| **Start Date:** | January 2027 |

**Sympathy with Sixty-One's Christian Ethos:**

As stated in the job description, Sixty-One takes specific inspiration from Isaiah 61 to bring hope to men and women who have found themselves caught up in the criminal justice system - but it is not a faith-based organisation. Applications are welcome from candidates irrespective of their background.

The role does, however, involve a significant amount of work with churches and with mentors who are drawn from those churches, so candidates must be sympathetic to Christian values and practices. Candidates should be aware that currently the majority of the staff team are practising Christians and therefore – while there is no requirement to participate themselves - they must be comfortable with Christian practices such as prayer at the start of meetings. Members of the team may give prayerful consideration to the pairing process of mentors and mentees and, when requested to do so, pray for situations highlighted by mentors. MentorMe's training programme for churches will also include specific references to biblical themes and texts.