



POSITION DESCRIPTION

Position Title: Mentoring Manager - Tauranga

Organisation: Big Buddy

Reporting to: CO-CEO Programme & Community

Date: January 2026

Purpose of Role:

The Tauranga Mentoring Manager role requires coordinating our one-to-one and group mentoring programmes through recruiting, screening, matching and supporting our two client groups; our adult male volunteers and our 7-17 year old boys and their family/whānau. You will work closely with the Programme Lead to maintain the programme's integrity as well as engaging in community outreach to help promote the programme to key stakeholders.

This will be done in accordance with the goals and objectives of the organisation to support the sustainability and growth of the Big Buddy programme in Aotearoa New Zealand.

Areas of responsibility:

1. One to One Programme

- Coordinate the recruitment, screening and onboarding of 7–13-year-old boys alongside their whānau to participate in the One-to-One programme.
- Coordinate the recruitment, screening and onboarding of male volunteers to be mentors in the One-to-One group programme.
- Deliver Big Buddy 'match' outcomes in accordance with agreed targets.
- Support One-to-One matches through the 3-month trial period.

2. Group programme

- Coordinate the recruitment, screening and onboarding of 14–17-year-old youth and alongside their whānau to participate in the group programme.
- Coordinate the recruitment, screening and onboarding of male volunteers to be mentors in the 9-week group programme.
- Building key relationships with targeted referrers, including high schools, to facilitate the recruitment of youth onto the group programme.

3. Community events

- Organise and coordinate local community events.
- Organise and manage volunteer training/induction meeting, volunteer support evenings, and mentor/whānau education events.

4. General operational support

- Maintain and manage accurate records in CRM database.
- Support the design and delivery of programme resources, documents, and materials.
- Develop good working relationships with the programme, partnerships and marketing teams.
- Manage relationships with external referral agencies.
- Look for opportunities to improve systems and processes to support continuous quality improvement.

Relationships:

Internal

• Programme Lead	• CEO – Partnerships & Development
• Co-CEO Programme & Operations	• Marketing Coordinator
• Programme Coordinator	• Finance Manager
• Match Support Coordinator	• Fundraising Coordinator
• Other Mentoring Managers	• PR Coordinator

External

- Referral Agencies
- Screening/vetting organisations and individuals, e.g. doctors, Police Vetting
- Volunteer character referees
- Sponsor partners
- Other Charities

PERSON SPECIFICATION

Qualifications and Experience:

- Ideally, a relevant tertiary qualification in counselling, social work or education.
- 5+ years' experience in areas of NFP, community work, counselling, teaching or social work
- Exceptional relationship management and communication skills
- Advanced skills in Microsoft Office Suite, CRM software and solid administration skills

Core Competencies and Traits:

- Exceptional relationship management and communication skills
- A high degree of integrity and honesty
- The capability to work independently and as part of a team
- The ability to self-reflect and an openness to develop personally and professionally
- Able to anticipate and respond quickly and effectively to issues that arise
- Strategic thinking and planning, with the ability to meet agreed deadlines
- Sound judgement around when to question further or seek advice
- Able to gain the trust of others through sound knowledge and experience
- Contribute to overall team objectives, through active listening, gaining thorough understanding, improving existing ideas, and contributing new ones
- A positive attitude to learning and self-improvement - actively seek feedback from others and be willing to act on it
- Able to set and maintain a good example internally and externally, in line with Big Buddy values
- Be an ambassador for the organisation, and represent Big Buddy to key external stakeholders in an engaging and professional manner