



Information Systems Officer

Salary: £28-32k, depending on experience

Closing date: 12 noon on Monday 14th June

Department: Operations

Location: We are currently reviewing our ways of working in light of the pandemic. We welcome applications to this role from across England as the role will be predominantly home-based, with regular travel to London (at least monthly) as well as national travel to attend meetings and work collaboratively from September onwards.

Contract: Permanent, subject to successful probation review at 3 months.

Terms: This is a full time post, but we would welcome applications from those looking for 0.8 FTE.

Benefits: 33 days holiday (inclusive of bank holidays) and additional Christmas closure period. Holiday entitlement increases linked to length of service, employer contribution to pension, interest-free season ticket, cycle and technology loans, employee assistance scheme.

About Voice 21

Voice 21 is the national oracy education charity. We exist to empower every child to use their voice for success in school and life. Our work transforms learning and life chances through talk by increasing access to a high-quality oracy education for those that need it most.

Over the past five years, Voice 21 has grown from operating in a single school in London to a national organisation, with a network of over 600 schools across the country. We are now embarking on our new five year strategy which aims to deepen our impact on outcomes for this generation of children and young people and those to come by significantly increasing the number of Voice 21 Oracy Schools in areas of high need and mobilising a movement of teachers and schools. To help us achieve this, we are recruiting for a number of new roles designed to enable the organisation to reach and support more schools, improve our ways of working and deliver our ambitions.

Role purpose

We are looking for someone to lead on structuring, streamlining and improving how information flows across Voice 21. This will enable us to make the best use of our data, do our most efficient work, and empower our staff to make more effective and impactful decisions.

The primary system that we use for managing information on our schools is salesforce, so roughly 80% of the role will be focused on developing and improving this system. We are keen that the successful candidate will not be limited to salesforce alone, and may undertake projects to improve and integrate our other systems, including Xero (finance), Slack (collaboration), Lattice (performance management), Breathe (HR), Zoom (virtual telephony) and GSuite (email, calendars and file storage).



Key responsibilities

Salesforce

- Support the Director of Operations in developing our organisational salesforce strategy
- Lead the implementation of our organisational salesforce strategy to ensure it continues to align with organisational strategy and helps us to achieve it.
- Develop, manage and continually improve the salesforce development roadmap, backlog and process to ensure that it is aligned to our strategy, prioritises areas which are going to have the highest impact across Voice 21, and that we are communicating these priorities constantly to the team.
- Lead on in-house salesforce development. Lead on continually building and improving our salesforce system to move us along our roadmap. This might entail fixing bugs, building dashboards or developing new features, depending on what is most important in a given week.
- Act as an internal consultant to the Voice 21 team to get under the skin of what our end users need and enable us to maximise the value and impact of each piece of development.
- Coordinate an in house community of practice around salesforce across Voice 21. This should entail developing and training salesforce champions across all departments of Voice 21 to build capacity across the organisation and foster a culture of continuous learning and improvement.
- Where external development support is required for a feature which is particularly complex or time-sensitive, act as the primary point of contact and relationship manager with our external salesforce developers to ensure they consistently deliver good value and high-quality work on time and on budget.
- Own our corporate relationship with salesforce, with responsibility for budget and user management.

Other systems

- As required, scope and lead on cross-organisational projects to support more effective cross-organisational working and impact. An example of this could be leading a project to more effectively integrate Xero with salesforce.
- Lead on the procurement and implementation of new cross-organisational systems.
- Conduct an annual review of all organisational systems to ensure that they are all fit for purpose and aligned with our strategic objectives.

Key competencies for the role

- **Planning and alignment** - you are comfortable planning and executing work to meet our organisational goals and in line with our operating routines.
- **Attention to detail and focus** - you pay great attention to getting the small details right.
- **Optimising work processes** - you know the most effective and efficient processes to get things done, with a focus on continuous improvement.
- **Tech savvy** - you anticipate and adopt innovations in business-building digital and technology applications.
- **Communicate effectively** - you are adept at developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences.

Essential knowledge and skills



- Significant experience in using and developing functionality on salesforce. We don't need you to be an expert - and are prepared to fund external training to get you salesforce Administrator certified.
- Significant experience in leading and managing cross-organisational initiatives.
- Outstanding influencing skills. Within this role you will need to work with people at all levels across the organisation so will need to be expert at influencing upwards, downwards and sideways to keep everything moving forwards.
- Excellent communication skills, including the ability to capture complex ideas simply, both in written and oral communication.
- Strong organisational and time management skills, able to stay on top of multiple, varied projects and relationships.
- A bias to action over planning, and a commitment to continuous improvement.
- It would be helpful (though not essential), if you have previous start-up/ scale-up experience.

You'll love this job if...

- You are energised by problem solving, able to think creatively and empathetically to design and implement the most impactful solutions.
- You are comfortable thinking strategically but prefer getting things built and working iteratively.
- You love creating systems and processes that work for humans, and understand that influencing, stakeholder management and communication are as important as the detail.
- You are excited to make your mark on a growing, fast-paced organisation and will endeavour to show up every day with a positive and proactive mindset.
- You are passionate about Voice 21's mission and helping us meet our ambitions.

Application details

To apply: please send a cover letter and CV to jim@voice21.org with "Information Systems Officer Application" as the email subject title. Please ensure both documents are no more than two pages and that the focus of your cover letter is on why you want to work at Voice 21 and how you meet the requirements of the JD.

Please also click [here](#) to fill out our Equality and Diversity Monitoring Form

Closing date: 12 noon on Monday 14. We will be sifting applications on a rolling basis.

Interview date: Provisionally Wednesday 9th June (via Zoom)

Start date: ASAP

Questions: if you have any questions about the role, or would like to discuss it before submitting an application, please contact our Director of Operations, Jim Riddiford (jim@voice21.org)