



Membership Officer

Salary: £27-£31k, depending on experience

Closing date: noon, Monday 17th January 2022. Please note applications will be reviewed on a rolling basis and we reserve the right to close recruitment should a strong candidate be appointed before this deadline. You are encouraged to apply as early as possible.

Department: Schools

Location: We are looking to recruit this role with a focus on supporting our schools in London and southern England. We welcome applicants based in southern England, with good access to London.

We are reviewing our ways of working in light of the pandemic. The role will be predominantly home based with regular national travel to attend meetings, events and to work collaboratively. We have an office hub in Stratford, East London which all staff are welcome to use.

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

Flexibility: This is a full time post, but we are open to 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

To deliver a high quality member experience to our schools through expert account management, driving high levels of engagement, retention and renewal and enabling our membership to have the greatest possible impact in each Voice 21 Oracy School.

As Voice 21 embarks on our new five-year strategy, we are looking for a Membership Officer to nurture and develop our growing membership network.

We launched our Voice 21 Oracy Schools offer in September 2019 and are currently working with over 600 member schools; we have plans to grow this to approximately 2000 schools by 2025. Your role is at the forefront of this exciting period of scale up and growth and there is significant scope for you to grow with the organisation.

You will be part of a team working with our schools across a geographic region(s) with responsibility for the member experience of your schools. You'll bring your high standards for customer service, understanding of account management, helpful and friendly approach to shape your schools' journey: from sign up to engagement to retention and renewal. Acting as a first point of contact, you'll enable your schools to get the most out of their membership with Voice 21. Your ability to build strong relationships, find solutions not problems and your interest in our schools will drive engagement, long term loyalty and ultimately impact on the learning and life chances of students in our target population.

Key responsibilities

Account management

Maintaining and using data to develop insights about the wants, needs and behaviours of our member schools and sharing this with internal and external stakeholders.

Consisting of, but not limited to:

- Managing group accounts and projects including sending communications, project planning, budget tracking and reporting.
- Creating and updating membership records and reporting on school membership and engagement through the skillful use of our CRM system (Salesforce) and excellent record keeping.



- Bringing together information (from our CRM system, our Consultant team and impact and engagement monitoring) to understand and take ownership for the ‘complete picture’ of each of your schools’ journey with Voice 21.
- Proactively sharing and using information about your schools, whether internally (e.g. to support the work done by our Oracy Consultants) or externally (e.g. reporting to a project commissioner or funder).
- Delivering targets for year-on-year renewals for your member schools.

Relationship management

Building strong relationships and actively stewarding your member schools in order to add value to their membership, driving engagement, long term loyalty and ultimately impact in our schools.

Consisting of, but not limited to:

- Providing an excellent customer experience for our member schools and other stakeholders (e.g Local Authorities and Multi-Academy Trusts), from sign up through to renewal, acting as the first point of contact for your Voice 21 Oracy Schools.
- Supporting our schools to access and engage with their membership benefits (e.g. logging into our online platform, signing up to events and mailing lists, receiving regular communications).
- Supporting the impact of our membership offer by understanding our schools’ needs and interests and guiding them to Voice 21 products, events and resources.

Event management

Arranging key membership activities for your schools such as professional development courses and membership events.

Consisting of, but not limited to:

- Securing venues, managing resources and feedback surveys for your regional team’s courses and membership events.
- Timely communications to course participants from onboarding through to post course communications.
- Organising and delivering with your regional team virtual welcome webinars to support schools as they join our membership.
- Identifying opportunities for schools within your region to build their network with fellow Voice 21 Oracy Schools.



You'll take ownership for:

- The experience, progress and engagement of your portfolio of schools throughout their Voice 21 Oracy Schools membership, including renewal rates.
- The successful delivery of your schools' membership activities (e.g. logistics for professional development courses).
- The effective use and upkeep of data (e.g. CRM records) and using this to support your schools to progress.
- Improving our member school's experience and organisational effectiveness.

We succeed when we work together. Here's who you'll be working with regularly:

- You'll be part of a small team (4-6 colleagues) of Oracy Consultants who work with our member schools; you'll be jointly supporting these schools and will need to share information and collaborate effectively to deliver high quality outcomes for them.
- You'll be line managed by a Senior Consultant who has oversight for your team and the schools you are responsible for.
- You'll work closely with our Membership Lead to share insights and improvements, align communications and introduce new systems and processes to support our member experience.

Essential skills

- Action oriented, taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm.
- Comfortable managing ambiguity, operating effectively, even when things are not certain or the way forward is not clear.
- A collaborator, eager to build partnerships and work with others to meet shared objectives.
- Interested in self development, actively seeking new ways to grow and be challenged.
- A creative problem solver - finding new and better ways for the organization to be successful, with a focus on continuous improvement.
- Builds networks - effectively building formal and informal relationship networks inside and outside the organisation.

Knowledge and experience

- You have account management experience (using a CRM system such as Salesforce) or can demonstrate the skills and behaviours required to learn this on the job.
- You are an excellent steward of relationships and have experience developing and maintaining positive relationships which lead to outcomes (ideally in an educational or not-for-profit context).



- You have previous work experience within education, a membership organisation or not for profit (desirable).
- It would be helpful (though not essential), if you have previous start-up/ scale-up experience.

You will love this job if:

- You take pride in the strength of the relationships you build, you enjoy making connections and view every conversation as an opportunity to learn.
- You care about the little details which make all the difference and get satisfaction from seeing things through.
- You want a role where you will have a real connection to the difference your work makes.
- You are passionate about Voice 21's mission and making a change to young people's learning and life chances.
- You enjoy working as part of a fast-paced, fast-growing team with big ambitions and are excited to use your initiative to help us achieve these.

Application details

To apply: please send a cover letter and CV to careers@voice21.org with 'Membership Officer' 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 job role.

Please also click [here](#) to fill out our Equal Opportunities Monitoring Form.

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Interview date (held online): provisionally week commencing 17th January 2022

Start date: ASAP

Questions: If you would like to discuss this role further or have any questions please get in touch with Natasha Palladino, Senior Consultant for our South Team, to have a conversation natasha@voice21.org

Valuing every voice



Voice 21 is committed to the equal treatment of all current and prospective employees and does not condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership.

We aspire to have a diverse and inclusive workplace and strongly encourage suitably qualified applicants from a wide range of backgrounds to apply and join Voice 21.