

School Recruitment Officer

Salary: £27,000-£31,000, depending on experience

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. Follow the links to find out more about [why oracy is so vital](#) and the [impact Voice 21 has](#).

Your purpose

To encourage schools to join Voice 21's membership programme for schools - Voice 21 Oracy Schools - by responding to new enquiries, generating and following up leads, supporting our outreach efforts and ensuring all information about prospects is stored correctly on our database.

Your responsibilities

Responding to enquiries

- Respond to emails from schools about joining our Voice 21 Oracy Schools membership
- Meet with teachers and senior leaders (usually virtually) to discuss the membership, encouraging them to become Voice 21 Oracy Schools and answering any questions they have
- Create proposal documents for groups of schools interesting in becoming Voice 21 Oracy Schools
- Support schools through the sign-up process and ensure both they and we receive the correct information needed for them to begin their memberships

Lead generation

- Identify potential new business leads from social media, events and marketing campaigns, and add these to Salesforce, our customer relationship management system
- Generate new business leads from the networks or contacts of current member schools, including working with colleagues internally to do so
- Analyse the sources of leads to better inform future marketing strategies

Pipeline management

- Manage the business development pipeline of prospects on Salesforce, ensuring all data is entered correctly and updated as needed
- Run reports identifying prospects to follow-up with and do so in a timely and supportive manner

Event planning and delivery

- Plan and deliver regular webinars about the Voice 21 Oracy Schools membership
- Spot opportunities for Voice 21 and our member schools to showcase our work at events across the education sector

Your progression

Within 1 month, you'll have:

- A firm understanding of the active ingredients of a high-quality oracy education and how we support schools to implement these through our membership model
- Understood our business development systems, processes and the key language we use in talking about our Voice 21 Oracy Schools membership
- Built strong working relationships within the Engagement team, and developed a sound understanding of organisational context and our priorities within this
- Started to respond to enquiries from schools about working with us

Within 3 months, you'll have:

- Conducted calls with schools that are interested in working with us
- Taken charge of the administration of our pipeline of schools interested in working with us, ensuring all data is entered correctly on Salesforce and able to report numbers accurately
- Produced a bank of template emails for responding to different types of enquiry
- Met the whole Voice 21 team at our organisation-wide away days
- Experienced Voice 21's professional development in action

Within 6 months, you'll have:

- Helped to design and deliver a range of Voice 21 events to raise awareness of oracy and encourage schools to work with us
- Generated new leads from schools, local authorities or Multi-Academy Trusts that Voice 21 could work with

From 6 months onwards, we expect for you to be:

- Regularly conducting calls, responding to emails and delivering webinars to schools about becoming Voice 21 Oracy Schools
- Ensuring the constant generation of new leads from a variety of channels, including social media and events

This job is for you if you...

- Are a collaborator with great communication skills (written and verbal) and are comfortable talking with wide range external stakeholders, showing excellent customer service skills
- Have experience working in education or excellent knowledge of the education sector
- Are highly organised - you enjoy making a plan and seeing it through. You might have previous experience organising events, programmes or in an administrative role, and have excellent attention-to-detail
- Have previous experience in working to hit targets, especially in a sales and marketing context
- Have strong IT skills and are competent using MS Office (essential), ideally with some experience with a database or Customer Relationship Management system like Salesforce
- Are proactive in identifying problems with systems and processes and implementing solutions
- Are a self-starter who takes on new opportunities and challenges with positivity and enthusiasm
- Are passionate about Voice 21's mission and helping us to transform outcomes for students in our target population

Who you'll work with:

- Our School Recruitment and Partnerships Lead, to meet our business development targets, including a 30% increase in the number of schools we're working with each year
- The Marketing and Communications team, to help generate leads from our events, social media and other platforms, and to ensure our marketing materials are tailored to the enquiries we're receiving
- You'll report to the Head of Engagement, part of a team dedicated to growing Voice 21's reach to achieve our goal of working with 1900 schools by 2025.

Where you'll work: Remote, with regular travel to our London Office and elsewhere and occasional overnight stays required.

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

Terms: We would welcome applications on a full-time or 4-day per week basis.

Application details

To apply:

Please send your most recent CV and a document answering the questions below to careers@voice21.org with the subject "School Recruitment Officer application"

- Tell us why you want to work at Voice 21. What is it about us and our mission that excites you? (Max. 400 words)
- Making direct reference to the job description (both the 'Your responsibilities' and 'This job is for you if...' sections), please tell us the three main reasons why you would make an excellent School Recruitment Officer (Max. 400 words).
- Tell us about something you have achieved recently that you are proud of (Max 200 words)
- Please specify where you saw the job advertised

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

Closing date: 12 noon, Friday 27th May

Interview date: Interview window is expected to be between 30th May - 1st June. Interview dates and times will be confirmed once the application window has closed. All interviews will take place over Zoom.

Start date: July ideally, but we can be flexible for the right candidate.

Questions: if you have any questions about the role, or would like to discuss it before submitting an application, please contact Alex Newton, Head of Engagement (alex@voice21.org)

Valuing every voice

Voice 21 believes that every voice should be heard and valued. We are committed to the equal treatment of all current and prospective employees and do 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.

Why work for us?

We hope that we have given you a good sense of what life at Voice 21 is like and what the role entails - please see below for some more reasons to apply!

Holiday: 25 days annual leave plus additional Christmas closure period. Holiday entitlement increases linked to length of service.

Benefits: Employer contribution to pension (5%), interest-free season ticket, cycle and technology loans and work from home allowance.

Wellbeing: We provide an Employee Assistance Programme through Health Assured which provides all Voice 21 employees 24/7/365 support if needed.

The way we work: We have an agile and flexible approach – our team can work when and wherever works best to deliver the requirements of their role. For staff working at home, we support them to create a workspace and provide technology that enables them to work effectively. You will also have regular opportunities to get together as a whole staff and in your team, including away days, social events and other development events.

Development opportunities: We believe in supporting people to develop the skills they need to be excellent – whether this means funding external training, finding a mentor to support them or giving them the time to learn from others in the organisations through our regular CPD sessions. We also offer paid study leave for team members taking part in formal studies outside of work. If you want to volunteer as a school governor, trustee or in some other capacity for a mission-aligned organisation, we support our team to take on these commitments without taking annual leave.

Voices of Voice 21

We recently asked our team what they enjoy most about working at Voice 21. Below is a selection of their responses:

“At Voice 21, there is a strong culture of sharing expertise and this ensures that your voice is valued and ideas heard, no matter your role. Although a lot of the day-to-day work is virtual, relationships are strong. The very purposefully planned in-person meetings help these relationships to grow and flourish, as does the high level of collaboration in teams.”

“One of the many things I love about working at Voice 21 are the opportunities for professional development. Working in a small, fast-growing organisation has given me the chance to grow professionally and to expand my skill set in a supportive environment.”

“I find it inspiring being part of the Voice 21 team - being surrounded by passionate, mission-driven people makes me want to bring my best every day, because I know that my fab colleagues won't let a good idea gather dust - everything will be snapped up and built into something that helps us make a difference for the students in our schools.”

“Since working at Voice 21, I've been invited to take part in multiple projects and tasks outside of my 'core role', because we're encouraged to develop our areas of interest and expertise across the board. It's incredibly refreshing to work for an organisation that sees every employee as a key asset.”
