



School Relationships Officer

Salary: £27-31k, 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 opportunity

Tackle a vital challenge, with great people. Voice 21 exists to transform childrens' learning and life chances through talk and we are aiming to be working with 2,000 schools a year by 2025. To reach this goal we recruit great people and give them real responsibility, training and support.

Output focused culture, with flexible working opportunities. 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.

Real 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.

Great benefits. 33 days holiday (inclusive of bank holidays) and additional Christmas closure period. Holiday entitlement increases linked to length of service, 5% employer contribution to pension, interest-free season ticket, cycle and technology loans, employee assistance scheme.

For more information on why we think you should apply for the role, see the “Why work for us” section at the end of this job description.

Your purpose

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

Your responsibilities

Relationship management and network

- Build and manage strong relationships with member schools and key stakeholders across your region in order to add value to their membership, driving engagement, long term loyalty and ultimately impact in our schools.

- Use your regional budget and your understanding of member schools in your region to create ‘wow moments’ across the membership journey (e.g. dropping in to meet with key stakeholders or sending free tickets to a school for an event).
- Manage group projects in your region, including sending communications, project planning and reporting to group commissioners or funders.
- Represent Voice 21 effectively to external audiences in meetings and events (e.g. virtual webinars to support schools as they start their membership or progress meetings with group project commissioners).
- Develop our school network in your region (e.g. organising and delivering regional network events), using this to enhance school experience and act as a tool for growth, value and retention.
- Identify and develop strategic relationships with key stakeholders in your region in order to understand the educational landscape and work with colleagues in the Engagement (Growth) team to strengthen and grow our network.

School journey and experience

- Provide an excellent customer experience for member schools and key 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.
- Own the membership journey and school experience for your region, including the underlying processes, activities and comms that support their membership.
- Gain frontline insights from listening to member schools in your region - collect, track and analyse data about their patterns of behaviour and use these insights to improve their experience.
- Use your understanding of our membership offer to support and guide schools in your region to access member benefits that best meet their needs, are most impactful for their students and steward them towards accreditation as a Voice 21 Oracy Centre of Excellence (e.g. use diagnostic tools to set action plans for the membership year and signpost to Voice 21 products, resources and events).
- Bring together data (from our CRM system, our Programme team and impact and engagement monitoring) to understand and own the ‘complete picture’ of each school’s member journey in your region - use insights to manage and increase engagement; proactively share insights gained, internally (e.g. with the Programme team about attendance or school feedback) and externally (reporting to a group project commissioner or funder).
- Own membership renewals in your region, helping the Engagement team to deliver our annual school renewal targets (70%+).

Your progression

Within 1 month, you’ll have:

- Got to know all of the different elements which go into our membership offer through experiencing them first hand.
- Gained insight into the impact of our membership offer on children and young people’s learning and life chances, by visiting Voice 21 Oracy Schools.
- Begun to get to know the key stakeholders and member schools in your region.
- Built relationships with your closest colleagues in our Engagement and Programmes teams.

Within 3 months, you’ll have:



- Built relationships with the key stakeholders and member schools in your region.
- Supported member schools in your region to get started on their membership journey and to access membership benefits.
- Become confident using our CRM (SalesForce) to provide key data you need for success in your role.

Within 6 months, you'll have:

- Begun to monitor experience and engagement of member schools in your region and identify strategies to help schools get the most out of their membership.
- Delivered regional network events and reflected on how these went with the team.
- Led a cycle of renewal in your region and used this to identify areas of strength/development.

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

- Taking ownership of the member journey and school experience of schools in your region.
- Proactively sharing insights from the frontline with the team to improve experience and engagement.
- Developing strategic relationships with key stakeholders and identifying opportunities to grow our school network in your region.

This job is for you if you are...

- 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 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.
- You're passionate about Voice 21's mission and making a change to young people's learning and life changes.

Who you'll work with:

- Our Engagement (Experience) team: made up of your fellow School Relationships Officers, our Engagement Coordinator, and your line manager the Head of Engagement (Experience).
- Our Engagement (Growth) team who recruit schools to join our membership and raise awareness of and support for the Voice 21 approach.
- Our Programmes team who lead and deliver our work with teachers on programmes.

Where you'll work: Remote, with regular regional and national travel to visit schools and attend meetings, including overnight stays. We are recruiting School Relationships Officers in the following regions:

- East of England
- London and the South East of England
- Midlands
- South West of England and Wales

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 Relationships 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, please tell us the three main reasons why you would make an excellent School Relationships Officer (Max. 600 words).

Please indicate which region you would like to be considered for and where you saw the role advertised on your application. If you are a teacher applying before the May half term notice deadline, please indicate this on your application - we will try to prioritise reviewing your application ahead of the deadline.

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

Closing date: 12pm, Wednesday 8th June. 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.

Interview date: Interviews will take place Tuesday 14th-Thursday 16th June. All interviews will take place online 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 Isobel Plant, Head of Engagement (Experience) (isobel@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:

“I really enjoy working in an organisation that strives for innovation and is rooted in research of what actually works for teachers in the daily life of a classroom and a school curriculum.”

“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.”
