

Senior School Relationships Officer

Salary: £30,000 - £34,000, 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 opportunity

Tackle a vital challenge, with great people. Voice 21 exists to transform young people's 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 groups 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. To contribute to the continuous improvement of membership experience by owning a specialist area (communications to member schools) with national responsibility. To contribute to team management and development by line managing School Relationship Officers.

You'll be one of two Senior School Relationships Officers in the team, working closely with the other (whose specialist area is data) and four School Relationships Officers, to support all our member schools.

Your responsibilities

Relationship management and network

- Build and manage strong relationships with groups of 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 groups 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 groups 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.

Line management

- Direct line management of School Relationships Officer(s). This includes, but is not limited to: 1:1s, managing allocation of work and sickness/absence or other people related responsibilities, conducting mid-year and annual reviews, setting objectives and performance management (with support from the Head of Engagement (Experience)).
- With the Head of Engagement (Experience), identify and coordinate continuing professional development needs and opportunities for members of the team, including new starter induction.
- Contribute to developing others, building our culture of expertise and learning within the Engagement (Experience) team.

Communications specialism

- Write key communications for member schools for the team to use (about key events, deadlines or aspects of the membership)
- Own the member comms calendar, collaborating with the Programmes team to ensure comms are sent in a timely and accurate manner to member schools.
- As the product owner for Campaign Monitor (our marketing automation platform for sending comms to member schools) in the Engagement (Experience) team, champion its use and support the team through training to confidently use the platform for effective comms.
- Collaborate with the Senior School Relationships Officer (Data) and Engagement Coordinator to manage Campaign Monitor data, including subscriber lists and bounce backs.
- Collaborate with the Technology team to continue to identify ways to use the platform to enable the best possible member experience to be delivered at scale.
- Share data insights from Campaign Monitor about how member schools are engaging with comms, including open rates and click throughs, and tailor communications accordingly

School journey and experience

- Provide an excellent customer experience for groups of 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 groups of schools in your region, including the underlying processes, activities and comms that support their membership.
- Gain frontline insights from listening to groups of 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 groups of 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 groups 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 for groups in your region, helping the Engagement team to deliver our annual school renewal targets (70%+).

What the role might look like:

Within 3 months, 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.
- Written key communications for important touch-points for schools' memberships with us
- Built relationships with key stakeholders and member schools you're responsible for.
- 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.
- Devised and begun to implement a communications plan for how and when we send our key communications to schools throughout their memberships with us, and what these look like
- Delivered regional network events and reflected on how these went with the team.

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

- Taking ownership of how we communicate to member schools throughout their memberships, working across the organisation to ensure these communications are high-quality and high-quality.
- 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...

- You have excellent interpersonal skills, taking pride in the strength of the relationships you build, relishing making connections and viewing every conversation as an opportunity to learn.
- You are an exceptional communicator, confident in regularly producing written outputs which will be read by thousands of people.
- You have experience line-managing or coaching others to build relationships in a professional context
- 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:

- The Engagement (Experience) team, including a fellow Senior School Relationships Officer (data), School Relationships Officers, an Engagement Coordinator, and your line manager the Head of Engagement (Experience).
- The Engagement (Growth) team who recruit schools to join our membership and raise awareness of and support for the Voice 21 approach.
- The Programmes team who lead and deliver our professional development work with teachers.

Where you'll work: Remote, with regular travel to our London office and elsewhere for meetings. Occasional overnight stays may be required depending on where you are based.

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 "Senior 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 (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 Senior School Relationships Officer (Max. 400 words).
- Tell us about something you have achieved recently in a professional context 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: 6pm, Sunday 9th October.



Interview date: Phone interviews are expected to be on w/c 10th October, with full interviews later that week or the week after. All interviews will take place over Zoom.

Start date: As soon as possible, but we will 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 Isobel Plant, Head of Engagement (Experience), via 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.”

“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.”

“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.”
