



School Membership Coordinator

Salary: £21,500-£24,500, depending on experience (This is a part-time role)

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 provide the coordination, data support, administration and customer service which enables our Engagement Team to grow our network and deliver a high quality member experience to Voice 21's member schools.

Your responsibilities

Customer service

- Act as first point of contact for queries from schools, managing shared inboxes and answering phone calls
- Triage questions, responding and escalating as required
- Develop answers to FAQs, owning and updating a member FAQ document including the processes that sit behind each response
- Take ownership of first point of contact customer experience, finding opportunities for improvements and implementing them
- Work closely with colleagues in Engagement, Programmes and Operations teams to smooth the customer service experience and make it more efficient e.g through use of automation or process improvements



Administrative support

- Send key membership journey communications to our member schools using our Marketing Automation Platform, Campaign Monitor e.g. reminder to renew membership
- Create reports on our schools' engagement and impact for external stakeholders, such as Multi Academy Trust CEOs and Headteachers
- Source venues for network events - acting as their main point of contact for Voice 21, creating purchase orders and organising contracts
- Work closely with colleagues in the Engagement team to set up booking processes for network events, sequencing communications for attendees and monitoring uptake, attendance and feedback
- Ensure that network events run smoothly - finding solutions to problems e.g. technical issues in online events; replacing lost resources
- Attend network events, either online or in person, to provide support to members of the team leading them, e.g. providing technical support
- Team administration including organising Google Drive, updating the team workplan, collating internal reports and information and organising team meetings and events

Data management

- Responsible for the lifecycle of member data from business development through to renewal
- Use our customer relationship management system (CRM) Salesforce to enter, upload and update records, ensuring data integrity e.g. changes to key school contact details, updating membership and maintaining opportunity records for new business and renewals.
- Create and monitor control reports on Salesforce to support ongoing management and integrity of member data for the Engagement team
- Play an integral role in the data audit team preparing for new cohorts of member schools starting membership
- Work closely with colleagues in the Engagement and Programme teams to manage internal systems and processes that underpin our membership experience e.g. checking enrolment forms and updating school contact records, enrolling participants on programme activities
- Manage subscriber lists and records e.g. monitoring sign ups for our newsletters, network events, ensuring member schools can log on to the Voice 21 Exchange
- Manage ongoing email deliverability on Campaign Monitor e.g. resolving bounces
- Work closely with colleagues in the Technology team (e.g. the Salesforce & Data Officer) to ensure continuity across new data and Salesforce processes and developments

This job is for you if you are...

- Interested in honing your technical skills in CRM management and are excited by the opportunity to work in a data-driven team.
- 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 line manager Senior School Relationships Officer (Data), School Relationships Officers and 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.
- Our Tech team who work to deliver and develop technical solutions across the organisation.

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 part-time role, subject to successful probation review at 3 months.

Terms: This is a part-time role.

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 Membership Coordinator"

- Tell us why you want to work at Voice 21. What is it about us and our mission that excites you? (Max. 200 words).
- Making direct reference to skills and experience outlined in the section 'This job is for you if...', please tell us the main reasons why you would make an excellent "School Membership Coordinator"(Max. 600 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: 11pm, Tuesday 31st January

Interview Date: Interviews will take place via zoom on Thursday 2nd February, successful candidates will be shortlisted on Friday 3rd February.

Start Date: Mid-late February

Questions: If you have any questions about the role, or would like to discuss it before submitting an application, please contact Emily Snow, Senior School Relationships Officer (emily@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.”
