

## A day in the life of an SRO (School Relationship Officer)

As an SRO, our role is to provide member support to the schools and communities we work with on their journey with us to Oracy Excellence. We are the first point of contact for all of Voice 21 member schools helping them on their Voice 21 oracy journey. Each SRO is dedicated to a specific region, helping our communities to thrive in their oracy development by increasing their confidence, and upskilling their knowledge.

We are responsible for helping our schools to make the most of their membership, and this typical involves:

- Providing Guidance to help them maximise their membership experience by using our V21 Exchange, a digital learning platform
- Attending in person development/training days with a dedicated Programme Lead
- Hosting welcome calls with new members to help them get off to the best start
- Informing members of exciting up and coming in-person and virtual events
- Liaising with our Oracy Centre of Excellence Schools, and attending their open mornings which provide a showcase of the very best V21 Oracy in action
- On going support via email/video conferencing to answer questions, queries, and to enhance relationships
- Foster and promote networking opportunities so our members can feel part of a community and share best practice with one another

We are a small but mighty team of outgoing, passionate, and caring individuals who want to make a difference to our schools and our teachers and help them to enhance educational experiences for the children that need it the most.

### A typical day may involve one or more of the following;

- Providing email/video conferencing guidance on where to find documentation, to support teacher development
- Supporting and monitoring technical requests
- Liaising with Programme Lead about their visits to schools, and following up with information to support customer/school success
- Attending a training day in a city, networking with our members, and having a complimentary lunch!
- Meeting with the Experience Team to discuss plans and objectives for the week
- Cross departmental meetings to inform us of the best ways to support our members
- Exciting internal projects to be part of, especially during the school holidays
- Working with Group Project Leads who are supporting their schools in MAT's, LA's or regional project groups.

As an SRO, no day is the same and the role diversity makes being an SRO engaging, challenging and fun. Our role means that we predominantly work remotely. However, in line with Voice 21's organisational value of "connection", as well as regularly getting together virtually, we have opportunities throughout the year to attend in person sessions, conferences, and "away days". For an SRO, this typically means that we spend about 15-20 days in person with our wonderful colleagues and our amazing school communities.