

Local Engagement Officer

The Local Engagement Officer is accountable for achieving our ambitious ambassador (alumni) targets for the Local Area by engaging individuals and groups with the Teach First vision through their professional and voluntary roles. This role is the primary point of contact for ambassadors within the Local Area. The role holder will support ambassadors in all fields to *develop* in roles aligned to the Teach First vision, *connect* them with each other and Teach First to showcase their work and to provide support for shared interest and networking groups and *mobilise* them to take action towards the Teach First Vision of ending educational inequality.

What you do

At this level you will:

- Report to the **North London or East London** Director.
- Establish relationships with ambassadors within the **North or East London** Local Areas.
- Support ambassadors as they progress to positions of influence in all fields and to excel in these roles.
- Develop innovative approaches to engaging and mobilising ambassadors to address educational inequality.

Your responsibilities include:

- Act as account manager for ambassadors in the Local Area to increase their level of engagement with the Teach First mission, including:
 - Connect and communicate with ambassadors using a range of channels.
 - Source and develop content for use in ambassador communications.
 - Monitor the activity of ambassadors in the Local Area and maintain accurate records to enable the engagement and status of ambassadors to be tracked.
 - Identify and recruit suitable ambassadors to support Teach First activity such as graduate recruitment.
- Actively support and develop ambassadors to progress to positions of influence where they can make the most impact on tackling educational inequality and to excel in these roles, including:
 - Actively support ambassadors to progress into appropriate roles.
 - Identify ambassadors who would benefit from engaging with career support and encourage them to apply for relevant support from Teach First.
 - Support ambassadors to continually develop their knowledge and skills.
 - Encourage ambassadors to use the skills they develop through their career to continue to support Teach First national and Local Area activity on a voluntary basis.
- Mobilise ambassadors to use their experience, connections and influence to continue to address educational inequality, including:
 - Actively support the creation and development of ambassador led networks.
 - Facilitate workshops and meetings to help Ambassadors to make connections, identify shared interests and identify courses of action.
 - Encourage ambassadors to support or lead campaigns to end educational inequality.
- Work collaboratively locally and nationally to develop and improve the ambassador offer by applying and sharing learning and best practice, including:
 - Work with central teams to enable them to understand the interests and motivations of Teach First ambassadors in the Local Area.
 - Contribute to the development of Teach First's ambassador vision and strategy.
 - Cultivate new relationships with aligned organisations and groups in the Local Area.
 - Communicate our national ambassador strategy effectively, share success and progress.

- Work with Local Area colleagues to ensure that participants on the Leadership Development Programme are set up to become ambassadors and understand what their role within our movement can look like

The critical responsibilities of this role are described above. They may be subject to change at any time due to reasonable accommodation or other reasons.

You're good at

Essential:

Relationship Management:

- Establishing effective working relationships with people of all working styles, backgrounds, industry-experience, etc.
- Working collaboratively and influencing colleagues and external stakeholders to align around common goals and ways of working.
- Practical community and/or alumni management including mobilising, inspiring and developing groups of volunteers and driving social change.
- Using organisational database systems and analysing data to draw accurate conclusions, drive planning and guide actions for managing relationships.

Communications:

- Excellent written and verbal communication skills with the ability to create high quality and persuasive content and collateral to convey a specific message and to tailor messages to appeal to the audience.
- Practiced at presentation or facilitation, confident at public speaking.
- Developing communication plans, identifying the most effective channels and tools to engage Ambassadors.
- Developing insight by monitoring engagement with communications.

Customer Service:

- Demonstrating high levels of customer service and attention to detail.
- Taking ownership of queries and issues and take a positive 'can-do' approach to solving them.
- Recognising the importance of taking a customer-focused approach and understanding their needs and expectations.
- Maintaining customer information - whether in CRM or other database.

Pipeline Management:

- Adept at portfolio management, exceptional time management with planning and prioritisation skills to ensure the most effective use of your time and manage competing demands.
- Experienced operating in a sustainable and systematic manner to ensure activities are scalable and provide a consistent Ambassador experience.

Desired:

Knowing the Market:

- Understanding of the education context in the **North or East London** or willingness to learn.
- Understanding career progression in the educational sector, including in schools, policy and charity or willingness to learn.

Event Management:

- Event design and management of local ambassador events including marketing, logistics, volunteer management, market research and facilitation.

All our employees are expected to model [our values](#) and help others to do so.

Location

London. Local Area *Office*, 6 Mitre Passage, Greenwich Peninsula, SE10 0ER

Vacancies available in both North and East London local areas.

Salary

£31,510 + £3,000 London Weighting Allowance & excellent benefits.

Apply

To apply for a vacancy at Teach First you are required to complete an online application form. Please have your CV and covering letter ready to upload. If you are an internal candidate, please apply via your HR Self Service menu.

Next Steps

Due to the critical nature of this role, applications will be reviewed as they are received and successful candidates invited to interview prior to closing date therefore early application is strongly advised.

We aim to provide feedback to all applications within 10 working days from the closing date.