

Contract Type:	Fixed Term - 12 months
Level:	3
Hours:	Full Time
Location:	West Midlands
Salary:	£31,510

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## Application Management Officer

### Purpose of the team:

The Application Management team sits within our Recruitment department, who are responsible for building a diverse and sustainable pools of talented leaders. This is a specialist team, dedicated to ensuring applicants are supported throughout the application process by keeping them informed and engaged throughout their journey towards the Summer Institute. The team is led by an Admissions Manager and is based in the West Midlands office.

### Purpose of the role:

The Application Management Officer is responsible for effectively managing the high volume application pipeline of one of the largest graduate recruiters in the UK. The Officer is the first point of contact for leads and applicants and is accountable for supporting applicants through the first part of the recruitment journey - encouraging them to submit applications, preparing applicants for our assessment centres and supporting successful applicants with next steps. The role is intended to achieve teacher recruitment targets so that Teach First can place teachers where they are needed most to end educational inequality.

### At this level you will:

- **Impact:** Be responsible for managing a pipeline of applicants to achieve targeted conversions and numbers of hires to the Leadership Development Programme
- **Communication:** Single point of contact for applicants to the Leadership Development Programme. Building working relationships with internal stakeholders.
- **Innovation:** Follow admissions procedures to effectively manage applications. Share best practice and provide creative and innovative solutions for challenges in your pipeline.
- **Knowledge:** Ability to expertly promote the Teach First Leadership Development Programme, delivering accurate information to applicants in line with correct Teach First messaging. Develop a knowledge of

### Your responsibilities will include:

- Support potential candidates from a variety of backgrounds to encourage them to apply for the Leadership Development Programme.
- Engage and cultivate relationships with future participants to achieve weekly targets for applicant contact, application submissions and offers made.
- Develop un-submitted applicants into submitted applicants through appropriate contact and support (working with 3<sup>rd</sup> parties where appropriate).
- Maintain accurate records of all communications within our customer relationship management system.

- Expertly promote the Teach First Leadership Development Programme, delivering accurate information to applicants in line with correct Teach First messaging and representing Teach First in a professional manner both internally and externally at all times.
- Maintain an exceptional standard of customer service at all stages of the candidate journey, ensuring effective internal communication with colleagues across the Recruitment department.
- Support with ad-hoc projects, reports and queries as required.
- The critical responsibilities of this role are described above. They may be subject to reasonable changes from time to time in line with business need.

*The critical responsibilities of this role are described above. They may be subject to reasonable changes from time to time in line with business need. As part of the role you may be required to travel to other UK locations from time to time. You will also be required to attend away days/retreats and the annual "Offsite" event which is mandatory for all employees.*

## Person Specification

### Essential skills and experience:

- **Pipeline Management:** Ability to convert leads into applicants and un-submitted applicants into submitted applicants to hit agreed targets.
- **Relationship Management** - the ability to establish effective relationships with people from all backgrounds (including prospective applicants, incoming participants and Teach First employees).
- **Self-management** - strong organisational skills and the ability to assess, prioritise and manage a varied workload; efficient, task-focused individual with an eye for detail; ability to be flexible and adapt to unexpected changes in priorities and tasks, identifying and implementing solutions to complex problems.
- **Communication & Influencing** - excellent persuasive oral communication skills; the ability to effectively tailor messaging to individual candidates resulting in applications to Teach First.

### Desirable skills and experience:

- **Knowing the Market** - has an understanding of UK Universities, the UK recruitment market (graduate and experienced hires focus) and Teach First's customers and competitors.
- **Customer Relationship Management system knowledge** - experience using CRM systems and ability to develop knowledge and proficiency of Teach First's relationship management system.
- Good understanding of Teach First Leadership Development Programme and recruitment process

All our employees are expected to model our values and help others to do so.