

Contract:	Fixed Term - six months
Hours:	Full Time
Location:	Birmingham
Level:	2
DBS required:	No
Starting Salary:	£31,510

Application Management Officer - Experienced Hires

Purpose of the team:

This team manages high volumes of applications for one of the UKs largest graduate recruiters. Our aim is to deliver a diverse cohort of committed, engaged teachers which is fundamental in addressing Teach First's vision of ending educational inequality. The Application Management Team is based in our West Midlands office, and is integral to the recruitment department.

Purpose of the role:

The Officer is the first point of contact for leads and applications from Experienced Hires and is accountable for supporting applicants through the first part of the recruitment journey, encouraging them to submit applications. 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 tailored knowledge of your specific pipeline.

Your responsibilities will include:

- You will have an individual target of teachers to start the programme that you will have ownership for. You will report on these weekly and track their conversion.
- Generating leads from online sourcing methods such as LinkedIn. Engaging with these leads to ensure they convert into opened applications to the programme.
- Inspiring and motivating candidates who have opened an application to submit.
- Offering tailored support, guidance and 'top tips' to encourage strong applications.
- Ensuring candidates are prepared for their Assessment Centre, through coaching style support.
- Communicating offers to candidates and assisting with candidate queries
- Maintaining strong relationship managements with candidates to ensure withdrawals to the programme are kept to a minimum.
- 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.

- Track accurate records of all candidate communications within our Customer Relationship Management System (CRM System).
- Contributing to team culture and engage proactively in best practice sharing.

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** - the ability to convert applicants from online leads through to offer stage in line with agreed targets.
- **Relationship Management** - be able 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 the Teach First Leadership Development Programme.

Desirable skills and experience:

- **Knowing the Market** - An understanding of UK Universities, the UK recruitment market (graduate and experienced hires focus) and Teach First’s customers and competitors. A sales, recruitment or target driven background would be advantageous.
- **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.

Benefits

Teach First’s core benefits include 27 days holiday per annum (3 of which must be taken during the one week holiday shutdown period between Christmas Day and New Year’s Day), participation in the pension scheme via Salary Exchange (with an employer contribution of up to 6%), life assurance, income protection and private healthcare. Through our flexible benefits platform access to childcare vouchers, interest free travel season ticket loan, subsidised dental membership, health screening, discounted gym membership, travel insurance, GAYE and the option to buy/sell annual leave.

How to apply

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

Next steps

We aim to provide feedback to all applications within 10 working days from the closing date. For this role we will be holding telephone interviews on a rolling basis (early applications are encouraged) and second round interviews in our Birmingham office on Friday 14th December 2018.