

Contract Type:	Permanent
Hours:	37.5
Location:	Any regional Teach First office
DBS:	None
Level:	4
Salary:	£47,426.40 (roles based in London will also receive £3,000 London Weighting Allowance)

Head of Network Intelligence

Purpose of the team:

The Network Development Directorate is responsible for increasing the network power and connectivity within the Teach First alumni community. It is also responsible for increasing high-impact network connections between Teach First's school, pupil, employee, business and policy-making communities. So that:

1. More, great teachers are equipped and inspired by their networks to enter, stay and be more impactful in the classroom
2. More school leaders are well connected through networks to increase the spread of knowledge and inspiration across the sector/community
3. More schools can draw on a strong community and network which surrounds them for teachers, governors, volunteers and corporate support and the policy environment is more positive due to the deeper connections between policy makers and those on the front line.

This work will be driven by a small team of experts, who are exceptional relationship managers, run lean, effective processes, with a strong 'can do' attitude and have a fast-paced, nimble way of working. They will be truly motivated by the power of networks to bring about profound, systemic, societal change.

Purpose of the role:

This person will work closely with the Executive Director of Network Development to pave the future for our Network Development work. This person will work alongside frontline Network colleagues and draw on global best practice to develop an expert knowledge bank that supports our understanding and facilitation of community networks. They will spend a significant proportion of their time running a series of projects, that help to determine some key decisions that will affect the direction this work takes (e.g. whether we develop a digital marketplace for schools and how we should adapt our communications approach in the new, networked world). They will manage the Network Officers, ensuring we have the clean data, strong communications and strong processes that drive a high quality customer service experience for the community.

At this level you will:

- **Impact:** Responsible for customer service standards and processes, data, development of new projects and growth and consolidation of the directorate's expertise on network theory and practice
- **Communication:** Provide expert advice to internal departments and external stakeholders on developing networks.
- **Innovation:** Drive exploration projects to set the direction for new network areas
- **Knowledge:** Deep expertise in network development theory and practice, deep understanding of CRM and customer service.

Your responsibilities will include:

- Developing the centre of expertise on network development:
 - Create and evolve a Network Blueprint, codifying the types of networks that we support and the way that we can support them for maximum impact
 - Lead the development of internal understanding of Networks
 - Gather and synthesise global best practice on network development
 - Working with colleagues across directorates to identify where Network Development can add value, where this is through training or expert content, facilitating this provision
- Leading the policies and processes that underpin an excellent customer experience for the Teach First alumni community:
 - Ensure that external (alumni community) understanding of Networks is developed and that the 'offer' to the alumni community is clear and well communicated
 - Lead team to develop CRM, Data, Community Processes & Policies and Reporting
 - Support Network Officer (Community) to handle frontline Community enquiries
- Project managing:
 - a series of strategic exploration projects to help establish direction of directorate (e.g. answering questions such as whether we should develop a digital marketplace for schools, what the optimal comms approach for different network segments should be and how we should best link our frontline communities to policy makers)
 - Manage the phasing of 'close' projects (e.g. Community Website)
- Deputising for the Executive Director for Network Development where necessary

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:

- **Knowing the market**
 - Recognised as an expert in developing high-impact networks, externally and by peers.
 - Understands education system and able to utilise research to ensure that our network activity is focussed where it can have the most impact on schools in low income areas
 - Uses in-depth market knowledge of global best practice to inform decisions about Teach First's network development strategy (including the identification of new opportunities).
- **Project Management:**
 - Proficient ability to develop projects using best practice project management tools and techniques
 - Ability to monitor the implementation of multiple projects
 - Clear communicator of project plans and outcomes
- **Managing and Developing others:**
 - Proficient ability to manage more complex performance issues, delegating and empowering others
 - Creates space for learning, providing stretch assignments as appropriate
- **Communicating and Influencing:**
 - Ability to confidently convey key messages on the purpose and potential of network development to both internal and external audiences to build a call for action
 - Advises others on different approaches to expand influence to key stakeholders

Desirable skills and experience:

- **Relationship Management:**
 - Proficient ability to use data and CRM, can act as a role model for others

- Identify key decision makers and building knowledge and relationship with them
- Process literate
- **Data insight:**
 - Uses data and evidence to form recommendations and insights into project / programme outcomes, direction and improvements.

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

How to 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 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 first round interviews are likely to take place on 21st and 25th February 2019 with second round interviews as required.