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| Contract Type: | Fixed term until 5 th July 2019 |
| Hours: | 37.5 |
| Location: | Any regional Teach First office |
| DBS: | None |
| Level: | 2 |
| Salary: | £31,510 pro rata (roles based in London will also receive £3,000 pro rata London Weighting Allowance) |

Networks Officer (Projects, Policies and Processes)

Purpose of the team:

The Network Development Directorate is responsible for increasing the network power and connectivity within the Teach First ambassador community. (“Ambassadors are alumni of the two year Leadership Development Programme) It also includes 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:

The Network Officer (projects, policies and processes) is in charge of developing the internally and externally focused policies and processes that ensure that ambassador community and broader networks have a seamless customer experience with Teach First. The role also supports the Head of Network Intelligence with priority project management.

At this level you will:

- **Impact:** Support the community to have a positive customer experience
- **Communication:** be able to communicate policies and processes clearly to internal and external stakeholders
- **Innovation:** identify opportunities for policy and process improvement
- **Knowledge:** be experts in project management, polices and processes

Your responsibilities will include:

- Manage key projects related to developing ambassador and broader network development work
- Create and update policies, processes and guidance for ambassador CRM, supporting colleagues across the organisation
- Design and deliver staff training and support on ambassador CRM
- Design and manage ambassador facing processes, such as:

- Managing the successful annual onboarding of new cohorts of Teach First alumni following their completion of the Leadership Development Programme
- What happens when there is a major life event for an ambassador
- Ambassador associates
- Ambassador preferences
- Support the implementation of solutions to comply with the General Data Protection Regulations
- Lead ongoing customer segmentation work, with regards to the ambassador community and feed in to Customer Experience digital journey work
- Work with colleagues across all Teach First programmes to share good practice and ensure consistent approaches are applied to policy, process and data structure developments
- Work across the organisation, representing networks and the community, learning from and sharing best practice to ensure consistency of approach to all the above

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:

Leadership

- **Delivering Results**
 - Establishes and accepts accountability for set objectives; takes ownership of assigned work through to completion; takes action before being asked.
 - Consistently delivers high quality work on time and against commitments.
 - Contributes to the achievement of team and departmental objectives; supports colleagues to help them achieve goals.
- **Improving and innovating**
 - Displays a high level of curiosity. Identifies problems and updates or modifies working methods in own role without the benefit of defined procedures.
 - Seeks different perspectives & encourages colleagues to contribute ideas that could improve performance.
- **Communicating and Influencing**
 - Shares relevant and timely information with others.
 - Prepares effectively for meetings.
 - Conveys complex issues with clarity, brevity and confidence

Technical

- **Customer Service:**
 - Recognises the importance of customer-focused approach and seeks information from customers to understand their needs and expectations and manages this information appropriately.
 - Experience of using CRM systems
- **Process Management:**
 - Process and policy design

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.