

## Associate, Participant Support

### Job description

<b>Important date/s</b>	All applications must be received by 23.59 on 14 February 2019.  The expected timeline for assessment of applicants is as follows: <ul style="list-style-type: none"><li>• Assessment Centre: 22 February 2019 (Manchester) or 25 February 2019 (London).</li></ul>
<b>Salary</b>	£20,000 per annum + £3,000 London weighting (if applicable)
<b>Location</b>	London, Manchester or Birmingham
<b>Working pattern</b>	Full-time, 37.5 hours per week
<b>Contract</b>	Permanent
<b>Reporting to</b>	Senior Associate, Participant Support
<b>Direct reports</b>	None

### Main objective(s)

This role is at the front line of our engagement with the teachers and leaders on our programmes. The associate will work in a small team owning the day to day communications with participants on a range of programmes, helping them through their programme and ensuring they receive an excellent level of customer service. This team will provide the interface between the organisation and these participants, liaising with other teams to ensure that full programme requirements are communicated and fulfilled.

<b>Role requirements</b>	Includes some limited evening and weekend work, for which time off in lieu will be given. Occasional travel across the regions required.
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## Key Responsibilities

- Support implementation of participant engagement and communications plans across multiple channels, e.g. working on handbooks, updating the customer portal, sending out bulk mail-merged emails on Salesforce, evaluation surveys, etc.
- Provide high-quality handling of in-bound participant queries, escalating where appropriate in line with agreed escalation policies, and seeking to build a friendly, professional and warm relationship
- Attend events when requested in order to provide a face for the organisation and build relationships with participants
- Collaborate closely with other teams, e.g. to ensure event invitations sent out and event details updated on portal, events team are aware of individual participant needs, resourcing team has high quality information in order to allocate facilitators and coaches carefully to deliver an enhanced experience, accreditation team are aware of likely missed deadlines, etc.
- Use systems to monitor and evaluate participant progress and flag where additional support may be required, escalating where appropriate in line with agreed escalation policies
- Collect and review participant feedback and follow up where appropriate in line with team ways of working, and contribute to continuous improvement across the team
- Support candidate services / network journey team if requested, by assessing applications against agreed frameworks
- Maintain excellent records of all participant communications and status on shared systems accessible to others (including when participants leave programme or defer)
- The above list of job duties is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope and grading of the post.

## Person specification

### Essential

#### The ideal candidate will possess the following qualities:

- A strong commitment to helping educators serving children from disadvantaged backgrounds to keep getting better.
- A good understanding of customer service delivery and best practice
- Good organisation, planning and prioritisation skills with attention to detail
- Good communication skills (written and oral)
- Ability to use own initiative to respond positively to change and/ or to challenging situations with a desire to seek solutions and make improvements
- Strong team player with the ability to work independently and seek advice where required

This post is subject to an enhanced DBS check, receipt of two satisfactory references, right to work in the UK and proof of qualifications.

Please note, this job description is subject to change. With any significant change, we will ensure this is discussed with you before any final approvals and or commitments.

This job description does not form part of your contract of employment. You may be required by the company to undertake any duties within your skills and capabilities which the company reasonably considers necessary to meet business needs.

## Work for us

We are delighted that you're interested in this role - it couldn't be a more exciting time to join us. We are a new organisation formed out of the merger of Ambition School Leadership and the Institute for Teaching.

We know that great teaching and school leadership are *the* most powerful levers for transforming children's outcomes. Effective leaders set the culture and create the conditions for improvements in teacher expertise, and expert teachers can close the attainment gap. Yet too much professional development for teachers and school leaders is low-quality, generic and fragmented.

Our new organisation, launching in Spring 2019, will have a single focus: to help teachers and school leaders to keep getting better. We think that this is the best way to make sure that every pupil, regardless of their background, gets a great education.

We will be the largest teaching and school leadership development provider in England, with more than ten years of collective experience working with everyone from new teachers to multi-academy trust CEOs and all of the roles in between.

Through our evidence-based programmes, we'll work with schools serving low-income communities to provide high-quality development for educators at all levels, built on an understanding of what schools really need to improve. Our work is informed by the latest research and practice from the front line. Moreover, it's shaped constantly by our partnerships with schools and trusts across the sector and the frontline experience of our network of teachers and leaders.

To help us achieve our vision and mission and establish a thriving and positive working culture, we are looking for high-calibre and ambitious candidates to join us.

## Our divisions

The **Partnerships** division manage relationships with individual leaders, schools and the wider education system and is made from three teams;

- **Marketing & Communications** leads on attracting and retaining the very best participants to our programmes, communications to engage and inform stakeholders and relationship management of government bodies.
- **School Partnerships** manages relationships with individual leaders, schools and the wider education system, with a focus on the areas of the country most in need of support. This team support programme participants with tailored care throughout their programme journey from application and assessment to alumni.

- **Business Development and Fundraising** develops new programmes and products, build partnerships with funders and support long-term sustainability.

The **Programmes** division designs and delivers high quality development for teachers and leaders. The division is made from five departments:

- **Learning Design** shapes the curriculum and content for all programmes
- **Teaching Programmes** leads programmes supporting teachers and leaders to improve the quality of their and others teaching, including our innovative whole school Transforming Teaching programme
- **School Leadership** supports school leaders to drive change and whole school improvement, at middle leadership and headship, including our flagship Teaching Leaders and Future Leaders programmes.
- **Executive Programmes** works with Executive headteachers and Multi Academy Trust CEO's, who want to transform their schools and deliver MAT-wide impact.
- **Programme Operations** provides logistics and delivery support for the division, manage the accreditation of programmes and oversee research and evaluation.

**Operations** ensure that the organisation operates effectively. The division is made from four teams;

- **Executive Assistants** collaboratively enable Directors across the organisation and have responsibility for ensuring that our governance structures are adhered to.
- **Finance** develops annual budgets and forecast future expenditure, as well as ensuring that day to day expenditure is tracked and approved.
- **Human Resources** is responsible for our people, from recruitment, development opportunities and support for all employees throughout their time with us.
- **Technology** ensures that the organisation has the technology that teams need to perform effectively, this includes both internal systems and those used by our participants.

## Our offer

We are happy to announce that we will be able to offer you:

- Agile working - a dynamic and flexible internal culture that gives employees control over the way they work and supports wellbeing
- A competitive annual leave entitlement - 25 days plus bank holidays
- A generous employer pension contribution - 11% (10% pension plus 1% NI rebate)
- Competitive salaries rates and life assurance
- Access to interest free season ticket and bike loans, as well as childcare vouchers
- An Employee Assistance Programme (EAP) which gives staff confidential support and personalised information and resources when they are experiencing everyday challenges or more serious problems.

- A proactive, positive and progressive approach to team development.

## How to apply

To apply for any of our vacancies please email [jobs@ambitionschoolleadership.org.uk](mailto:jobs@ambitionschoolleadership.org.uk) with the following:

- An up-to-date CV, no more than two pages in length
- A cover letter – up to one page – which **must** include why you are interested in the role and any dates you are unavailable for interview
- Equality monitoring form appended below.
- We are committed to the safeguarding of children and the most vulnerable in our society, as such we are unable to employ individuals with relevant convictions, and this includes the following: a conviction for an offence involving violence or dishonesty, of a sexual nature or against minors, or for any other offence that is relevant to the nature of the services provided by our newly merged organisation.

Unfortunately, due to the number of applications we receive at this stage we will not be able to contact unsuccessful applicants.

For any questions or queries please email us at [jobs@ambitionschoolleadership.org.uk](mailto:jobs@ambitionschoolleadership.org.uk)

## Equality and diversity recruitment monitoring form

We aim to ensure that all candidates, regardless of whether they are internal or external, receive fair and appropriate treatment throughout the recruitment process and have equal access to it, irrespective of age; being or becoming a transsexual person; marital status; being pregnant or on maternity leave; disability; race, including colour nationality, ethnic or national origin; religion, belief or lack of religion/belief; sex; sexual orientation or offending background.

We aim to promote equality of opportunity in all its work and to do this we would like to understand the makeup of applicants for our jobs. We undertake detailed analysis of recruitment monitoring information, investigating and addressing any areas of potential discrimination or negative impact for different applicant groups.

This will enable us to meet our commitment of embedding equality and diversity at the heart of our activities and eliminating discrimination. The data will not be used to identify you, but we need to know which post you have applied for.

Please answer all the questions. There is a 'prefer not to answer' option for some questions.

This information will be treated confidentially and you do not have to give your name. The information will only be used in creating statistics to assist us in analysing recruitment activity from an equality and diversity perspective.

### 1. Post applied for:

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### 2. Where did you see this role advertised:

.....

### 3. Please indicate your gender:

Male  Female  Non-binary  Prefer not to answer  Other

If 'Other', please describe:

.....

### 4. Do you identify as trans/transgender?

Yes  No  Prefer to not answer  In some ways

If 'In some ways', please describe:

.....

**5. Please indicate your sexual orientation:**

Bisexual     Gay man     Lesbian     Heterosexual     Prefer not to answer   
Other

If 'Other', please describe:

.....

**6. Do you have a disability?**

Yes     No     Prefer to not answer

Disability in this context means a 'physical or mental impairment which has a substantial and long-term adverse effect on a person's ability to carry out normal day-to-day activities.'

**7. Do you require any reasonable adjustments for the interviewing and selection process?**

Yes     No     Prefer to not answer

**8. Do you have the right to work in the UK?**

Yes     No     Other

If 'Other', please comment on your work status:

.....

**9. Please self-define your ethnic group**

Choose ONE section from A to F, then tick the appropriate box to indicate your background.

**A White:**

British     Irish     Any other White background

If 'Any other White background', please specify:

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**B Black or Black British:**

Caribbean     African     Any other Black background

If 'Any other Black background', please specify:

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**C Mixed group:**

White and Black Caribbean     White and Black African

White and Asian     Any other Mixed background

If 'Any other Mixed background', please specify:

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**D Asian or Asian British:**Indian  Pakistani  Bangladeshi  Any other Asian background 

If 'Any other Asian background', please specify:

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**E Chinese:**Chinese  Any other Chinese background 

If 'Any other Asian background', please specify:

.....

**F Other:**

If 'Other' background, please specify:

.....

**10. Please indicate into which age category you fall at the time of application (please indicate one only)**Under 24  24-34  35-44  45-54  55-64  65+   
Prefer not to answer **11. Do you follow a religion? (please tick one only)**Christian  Buddhist  Hindu  Jewish  Muslim  Sikh   
I have no religious beliefs  Prefer not to answer  Other 

If 'Other', please specify:

.....

Thank you for completing this monitoring form. **Please return with your application.** This form will be separated from your application on receipt.