

Associate, Participant Support

Job description

Important dates	All applications must be received by 23:59 on 22 January 2020 The expected timeline for assessment of applicants is as follows: <ul style="list-style-type: none">> Assessment: w/c 27 January 2020
Salary	£20,000 per annum + £3,000 London weighting (if applicable)
Location	Birmingham, London, Manchester
Working pattern	Full-time, 37.5 hours per week
Contract	Permanent
Reporting to	Senior Associate, Participant Support
Direct reports	None
Main contacts	Internal – Participant Support, Events and Faculty teams, Programme Leaders. External – participants, facilitators
Role requirements	Includes some limited evening and weekend work, for which time off in lieu will be given. Occasional travel across the regions required.

Main objectives

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.

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
- > Collect and analyse data to monitor participant engagement and progress, identifying where follow up or escalation is required, in line with policies.
- > Support participants to successfully complete their programme, including having difficult conversations where required.
- > Support enrolment and alumni 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
- > Confident working with excel to present and analyse data

Desirable

- > Experience using Salesforce or other CRM would be an advantage but is not essential
- > Experience using Canvas or other LMS would be an advantage but is not essential

This post is subject to receipt of two satisfactory references and right to work in the UK.

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

It couldn't be a more exciting time to join Ambition Institute. We're a new, bold organisation formed from the merger of two education charities, Ambition School Leadership and the Institute for Teaching.

Through our suite of programmes for individuals and organisations, we're able to support educators at every stage - from new teachers through to executive leaders of groups of schools. You can find out more about us at www.ambition.org.uk

We are looking for people who:

- > Are experts, or are working towards become experts, in their field.
- > Have a strong commitment to our mission.
- > Embody our values - work for the team, own your role, and keep getting better.

Our divisions

Ambition Institute has three divisions – Programmes, Partnerships and Operations.

The Programmes division designs and delivers high quality development for educators. The division is made up of four departments:

- > Learning Design shapes the curriculum and content for all programmes
- > Impact Governance quality assures, assesses and measures our work to help us to keep making it better. It also leads on professional development across the organisation.
- > Programme Leadership works with teams across the organisation, bringing together everything that a programme needs to ensure it has the biggest impact.
- > Programme Operations implements all delivery across our programme suite, managing logistics, data and relationships with our participants and faculty.

The Partnerships division manages relationships with individual leaders, schools and the wider education system and is made up of three departments:

- > Marketing & Communications leads on attracting the participants for our programmes, communications to engage and inform stakeholders, and relationship management of government bodies.
- > School Partnerships manages relationships with individual school leaders, with a focus on the areas of the country most in need of support. This team also supports participants with tailored care throughout their programme journey from application and assessment to alumni.
- > Business Development and Fundraising develops new programmes and products and builds partnerships with funders.

Operations ensure that the organisation operates effectively. The division is made up of five departments:

- > Finance develops annual budgets and forecast future expenditure, as well as ensuring that day to day expenditure is tracked and approved.
- > People is responsible for ensuring that we find, hire, develop and retain world class individuals who can help us to achieve our mission.

- > 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.
- > Data and Continuous Improvement works collaboratively to ensure that the organisation has the data and processes to work effectively and make decisions, and supports with reporting to both internal and external stakeholders.
- > Executive Assistants enable Directors across the organisation and have responsibility for ensuring that our governance structures are adhered to.

Our offer

We are happy to be able to offer you:

- > Flexibility on how you work – agreed between you and your line manager
- > A competitive annual leave entitlement of 25 days, plus bank holidays
- > A generous employer pension contribution of 11% (10% pension plus 1% NI rebate)
- > Competitive salary rates
- > Access to an interest free season ticket and bike loans, as well as eyecare vouchers
- > An Employee Assistance Programme (EAP) which provides confidential support for employees on personal or work-related matters.
- > A robust learning and development offer that ensures your continuous professional development

How to apply

To apply for any of our vacancies please email jobs@ambition.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

We are committed to the safeguarding of children and the most vulnerable in our society and, as such, we are unable to employ individuals with relevant convictions, including 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 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@ambition.org.uk