

Job description

Job title:	Schools Engagement Officer
Salary:	£27,000 per year
Contract:	Fixed term for 12 months
Hours:	Full time, 35 hours per week
Directorate:	Education
Reports to:	Schools Engagement and Membership Manager
Direct/indirect reports:	None

Our mission

The National Literacy Trust empowers children, young people and adults from disadvantaged communities with the literacy skills they need to succeed. We work directly with young people and their families, with the 5,000 schools in these communities, with nurseries, prisons, YOIs and through our teams leading community literacy programmes in 20 places in the UK facing the biggest literacy and poverty challenges.

Our research makes us the leading authority on literacy and drives all our work. We are committed to becoming a more diverse and inclusive charity, better at listening to and working in partnership with the communities we exist to serve. Literacy is a vital element of action against poverty and our work changes people's life stories.

Purpose of role

You will be responsible for a broad range of activity supporting our work within the education sector. Our membership offer provides literacy tools, resources and online classroom events that support planning, staff knowledge development and classroom teaching. Our professional development offer provides high-quality training and CPD for schools, as well as special events including our annual primary conference and an online webinar series on reading research

We have approximately 1,500 schools and settings as premium members, including nurseries, primary schools and secondary schools. You will support the set-up of memberships, responding to enquiries from existing and prospective members and providing customer support. You will also support project delivery for online classroom events and resources and contribute to the team's ongoing development of our school resources and membership offer for education practitioners.

For conferences and professional development courses, you will help to keep content up to date, track financial and engagement data, and support promotion and delivery of these events. This will include supporting content management and access for our online Learning Management System.

Key contacts

You will work closely with colleagues across our education directorate. External contacts will include staff at schools and nurseries, including finance teams, and some key external stakeholders for professional development such as associate trainers and event sponsors

Outline of responsibilities

- Manage membership set-up process including links with our website, Salesforce CRM and our finance system, and ensure accurate handling of detailed data sets
- Contribute to website page creation and content updates
- Assist with booking and delivery for live classroom online events
- Support the creation and delivery of newsletters and general communications
- Provide administrative support for professional development including bespoke requests, central training courses and conferences
- Be first point of contact for stakeholder enquiries via email and phone, ensuring a timely response and a high level of customer service

- Use our CRM and finance system to log and manage bookings and financial processes, and create reports and analysis as required
- Work with finance team to support the smooth running of the programme accounts
- Support the delivery of live in-person and online professional development events using our sales and delivery platforms (Salesforce, FormAssembly, Zoom, and Moodle)

This outline is indicative and is not intended to provide a complete list of duties. The postholder will also be required to support activities that contribute to the growth and sustainability of the charity, and to the sharing and development of our organisational knowledge.

Person specification

Essential	Desirable
<p>Experience of administration and team support</p> <p>Experience of using databases and website content management systems</p> <p>Experience of working with external stakeholders</p> <p>A good working knowledge of Microsoft Word, Excel and Outlook</p> <p>Excellent written and spoken communication skills to a variety of audiences, including the ability to communicate confidently with external stakeholders</p> <p>Excellent organisational skills, with attention to detail</p>	<p>Experience in a related field, such as the education sector or children's literacy</p> <p>Experience communicating with schools and teachers</p> <p>Experience of producing marketing materials</p> <p>Familiarity with online delivery methods such as Zoom and Moodle/Totara</p>

Summary of terms

Location:	You will be able to work regularly from home around the requirements of your role for in person meetings or travel. However, you will be contracted to our office at 68 South Lambeth Road, London SW8 1RL, and responsible for your travel to London when necessary. In practice, this is likely to be once a month on average, including team days and all staff away days.
Flexible working:	We have a flexible working culture and encourage all staff to work in a way that enables them to be most effective in their role. This role will involve occasional out of hours working and time off in lieu will be granted for any additional hours worked.
Travel:	This role may require national travel. Travel expenses will be paid when incurred in line with our expenses policy.
Safeguarding:	We are committed to safeguarding all those who come into contact with our work and all staff are required to follow our safeguarding policy for children, young people and vulnerable adults.