



Do you want to have an impact on the lives of young people in the UK?

Could you help encourage a network of employees to give their time to help young people in state schools and colleges to find out about the world of work as part of the successful Inspiring the Future (ITF) programme?

Full-Time - Relationship & Programme Manager

(3 days per week at Bank of America Merrill Lynch (nr. St Paul's tube) and 2 days per week at Education & Employers Taskforce, Clerkenwell)

- Duration: 9-12 months fixed term contract £25 - 30k per annum depending on experience

Bank of America Merrill Lynch are a key supporter of Inspiring the Future. We are looking for an experienced account manager who can convert the 900 Bank of America Merrill Lynch employees (located in London, Bromley, Camberley, and Chester) who have registered an interest to become volunteers. The end result is to challenge disadvantage and optimise life chances for young people by improving employability skills.

To achieve this goal, the candidate will empower employees to:

- Attend one-off events in key office locations that the candidate will manage*
- Attend events in schools, which schools will manage and the candidate will support
- Become school governors*

*To achieve these points, the candidate will also need to engage schools/colleges to actively approach employees via the online Inspiring the Future database.

Inspiring the Future

The charity, Education and Employers Taskforce (EET) was established in 2009 and is led by senior representatives of the employer/workforce communities in partnership with leading representative bodies from the world of education. Inspiring the Future was launched in July 2012 with the aim to get employees to volunteer to spend at least an hour per year visiting a state school or college and talk to young people about their job, and the routes they took to get there - typically by attending a careers fair, or giving an informal careers insight talk with other volunteers. To date there has been very strong demand from schools and colleges - nearly 9,000 teachers from over 5,000 schools/colleges have already registered. Employer interest is also strong and registrations are progressing well, with over 25,000 volunteers from Apprentices to CEOs.

Bank of America Merrill Lynch

Bank of America Merrill Lynch are a key funder of Inspiring the Future through their dedicated corporate social responsibility work which includes:

Developing solutions for social and economic challenges is at the core of Bank of America Merrill Lynch's responsibility platform. In more than 90 countries around the world, we partner with employees, clients and stakeholders to help make financial lives better. The firm focuses on responsible business practices, environmental sustainability, advancing opportunity in local communities through education and employability programmes and investing in global leadership development. We realise the power of our people and value our differences, recognising that our diversity makes us a stronger firm and allows us to better service our stakeholders. By harnessing our intellectual resources, sharing knowledge and connecting capital with need, we are providing opportunities that effect positive change. Learn more at www.bankofamerica.com/about

Job overview:

The role will focus on mobilising employee volunteers who have registered an interest in inspiring the future to take part in volunteer opportunities listed on page 1.

To achieve this, the candidate will need to be able to take the initiative, bringing energy and confidence to the role to influence busy employees to spend time volunteering with the Inspiring the Future programme. They will also need to communicate effectively at all levels, including via telephone, presentations and group speaking.

The ideal candidate will be someone who can develop a network that results in engagement with the programme, both in term of employees volunteering and schools using the online system to make active approaches. The candidate should be able to quickly absorb key information, work well within a small team (in both a large corporate and a small charity environment), and contribute to the strategic vision and practical insight of marketing and PR strategies. There is every prospect of *Inspiring the Future* becoming one of the innovation success stories of British education, and this an excellent opportunity to become associated with that success.



- Job Title:** Relationship and Programme Manager
- Reports to:** Schools Liaison Manager/Inspiring Women Engagement Manager (ITF) and (BofAML) Employee Volunteering Manager
- Location:** Challoner House, 19-21 Clerkenwell Close, London EC1R 0RR (near Farringdon station) and Bank of America Merrill Lynch Financial Centre, 2 King Edward Street, London, EC1A 1HQ (nr St Paul's tube station)
Some travel may be required
- Purpose:** Engage employees in one off and regular (governor) volunteering and to influence schools to make active approaches to employees via the online Inspiring the Future system.
- Remuneration:** £25k - 30k per annum depending on experience (includes London Allowance)
- Additional Terms:** 30 days paid holiday, exclusive of Statutory Holidays
- Appointment Terms:** Full Time fixed term appointment of 9-12 months duration, with a 3 month probationary period

Job description

Key Accountabilities:

Day to Day Management of the *Inspiring the Future* Programme at Bank of America Merrill Lynch

- Successfully deliver the high value corporate partnership of the (ITF) programme in partnership with BofAML. The post holder will be an employee of Education & Employers Taskforce, but with a minimum of 3 days on-site account management at Bank of America Merrill Lynch volunteers
- Mobilise the network of employees who have registered an interest to volunteer but have not yet done so through relationship/network development and communications. This includes
 - Work with the Employee Engagement Manager to utilise (BofAML) Community Volunteer champions' network to enhance engagement and Line of Business participation
 - Contributing to regular communications such as the monthly volunteering newsletter
- Lead on the on-site delivery and implementation of the volunteering elements of the partnership through direct liaison with schools/colleges as part of the (ITF) schools team, as well

as with staff in UK offices, using high levels of face to face liaison with employees at all levels to foster collaboration across the business

- Work as part of the Inspiring the Future schools team, with schools/colleges themselves, and the BofA Merrill , EMEA Community Engagement Manager for Volunteering, to develop volunteering opportunities within schools/colleges, and implement full scale (ITF) programme roll out to engage as many employees in the programme and engagement in schools/colleges. This includes encouraging volunteers to review on-line volunteer profiles, making recommendations to staff, liaising with schools/colleges for opportunities, recruiting sufficient volunteers for the events (working with Internal Comms), and where necessary creating resources/materials to oversee the smooth running of events including school/college visits, monitoring of volunteer and school feedback, and attending review meetings with school/college representatives
- Ensure that the Business Volunteers' database is accurate and current and that data is input when necessary
- Maintain a personal profile and professional conduct in keeping with both (BofA Merrill) culture and business practices, and (EET) in representing the charity appropriately at all times
- Manage databases for (ITF) volunteer opportunities and volunteer statistics and report to (BofA Merrill) lines of business, regionally and globally as required
- Deal with day to day, ad hoc queries and be a point person for (ITF) enquiries from staff
- Responsible for publicising ITF volunteering opportunities taking place on bank premises and helping to link up schools seeking volunteers with BofAML volunteers in their area or surrounding areas
- Maintain a strategic approach to stakeholder engagement, keeping appropriate records through the Inspiring the Future salesforce CRM, and ensuring effective relationship management in line with (ITF) teams internal processes
- Working with BofAML external communications team and Education and Employers Communications Manager to source post-event blogs from volunteers in order to engage new volunteers and generally promote ITF
- Occasionally attend schools/college sites or conferences to promote ITF to teachers

Other

- As appropriate given other time constraints, working with senior colleagues to review marketing approaches and materials aimed at employees
- Identify and participate in an agreed volunteering activity in the field of education to gain a better knowledge of education for 5 days in the year

Person Specification

Skills/ Knowledge/ Expertise

Essential

- 2 - 3+ years' experience both over the phone and face-to-face in influencing external stakeholders/customers to change behaviour (this might be in a sales and marketing environment)
- Good level of education, demonstrating capability in producing written content to a high quality
- An articulate and confident communicator who is influential, and effective in presenting to a range of different stakeholders, including at senior level
- He/she should possess excellent interpersonal, planning, negotiating, time management, administrative and organisational skills, and be able to identify priorities and understand own and others' daily work schedules to ensure routine priorities are handled effectively to agreed timescales, deadlines and budgets
- The Relationship and Project Manager should have experience of managing multi-stakeholder relationships and programme management
- Proactive, with a 'can do' attitude, and the ability to seize opportunities that are presented
- The jobholder should be self-sufficient and have good working knowledge of Word and Powerpoint advanced Excel skills, and experience of using databases. They should have some ideas about how data can be captured and presented
- Enthusiastic about corporate community involvement/corporate social responsibility within an education setting, and the ability to motivate and enthuse others
- He/she should have excellent customer care skills, some 'sales' experience as they will be promoting volunteer opportunities to both (BofA Merrill volunteers and school teachers)
- Work enthusiastically as part of a small dynamic team, sharing knowledge and experience with colleagues
- Have excellent interpersonal written and verbal communication skills –The post will require production of internal and external communications and correspondence to a high standard. The jobholder should also be confident at giving presentations
- Attention to detail and accuracy
- Ability to travel within the UK and occasional overnight stays

Desirable

- The jobholder should be familiar with education and have knowledge of business (ideally the banking industry), and experience of volunteer management. Have experience of organising and developing employee volunteering programmes and/or of managing and motivating volunteer activity, particularly schools-based volunteering
- A successful track record in planning effective campaigns to influence the behaviour of external stakeholders/customers
- Knowledge and first-hand experience of Salesforce as a customer relationship tool
- Specialist knowledge of the education and employment sectors and the policy environment and delivery models which underpin relationships
- An understanding of the women's diversity landscape within the UK working landscape

Personal Attributes

- A "doer" - ability to anticipate requirements and act to provide workable solutions
- Creative and solutions orientated, perceiving processes as the means rather than the end and as an aid to effective delivery
- Influencer - demonstrates personal 'presence' and gains the confidence of others through temperament, capability and calibre
- Demonstrates sensitivity and possesses the ability to manage effectively the organisational tensions that necessarily co-exist between stakeholders and partnerships
- Team Player: working collaboratively and flexibly to achieve outcomes

To express interest in the post, please email a full covering letter outlining your suitability for the role, with a copy of your CV to: jobs@educationandemployers.org by 5pm on Thursday 12th November

Interviews will take place on Friday 20th and Monday 23rd November at Bank of America Merrill Lynch's offices, and we will notify all successful candidates by 5pm on Friday 13th November.

Unfortunately, as a small charity we are unable to respond to each unsuccessful candidate individually.