

### Job Description

- Job Title:** Inspiring Governance Project Assistant (Multi-Schools)
- Reports to:** Inspiring Governance Manager
- Location:** Quantum House, 22 – 24 Red Lion Court, Fleet Street, EC4A 3AB
- Purpose:** Inspiring Governance is the national school governance recruitment and support service, funded by the Department for Education and delivered by Education & Employers with the National Governors Association. They would be responsible for the day to day delivery of a part manual and part automated process to deliver governor recruitment to recruiters who are recruiting governors for multiple schools.
- Remuneration:** £19k (includes London allowance) pro-rata
- Appointment Terms:** Immediate start. 8-month contract to 31 December 2017
- Additional Terms:** 30 days paid holiday, pro-rata.

### Inspiring Governance

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The Government has for many years funded support to governing boards to help them recruit the high calibre people they need to deliver effective governance. The Department for Education's current funding commitments are to Education and Employers, as well as to the New Schools Network to deliver the Academy Ambassadors programme. Education and Employers have been contracted (for four years, commencing September 2016) by the Department of Education to set up and deliver a school governance recruitment and support service. The contract is being delivered in partnership with the National Governors Association. The core objectives of the IG service are:

- help boards recruit the highest calibre individuals possible with the skills they need to oversee achievement of the best possible outcomes for students;
- maximise operational efficiency to maximise the overall number of boards supported and individuals placed within available resources;
- maximise the impact of the people introduced onto boards through effective screening and matching and, as far as resources allow, through appropriate induction and training;
- increase the number of employers who understand the benefits to them and their current and future employees (i.e. current pupils) of supporting their staff to be involved in governance and support more employers to run governance recruitment and support networks;
- mobilise and coordinate collaborative efforts across sectors to raise awareness of how to structure and populate a highly skilled governing board;

- establish a new national channel through which governing boards can recruit an experienced and skilled chair;
- maintain support to any school while seeing a strong prioritisation of effort towards the governing boards most in need of more highly skilled people, the boards of MAT, and areas of the country where education standards and capacity to improve are weakest.

### ***Inspiring Governance Project Assistant (Multi-Schools)***

As the lead contractor in the delivery of the Inspiring Governance service are primarily responsible for the recruitment and matching of potential skilled volunteers with identified board vacancies, and the transfer of placed volunteers over to the National Governor's Association (delivery partner) for them to receive training and support. The recruitment and matching are channelled through the charities 'Inspiring the Future Platform' (which has been built using Salesforce technology), with associated marketing and recruitment activity generally and specifically through attendance at events, through the IG website and social media.

The role of the Inspiring Governance Project Assistant (multi-schools) is to be responsible for the day to day delivery of a part manual and part automated process that supports recruiters who are looking to recruit governors for multiple schools.

### **Key Accountabilities**

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#### **Day to Day Delivery of the Multi-School Recruitment Process**

- To undertake daily the processes that underpin the recruitment of governors for those recruiting for a number of schools. Activities include:
  - Working closely with the Inspiring Governance Manager to support a variety of users recruiting governors for multiple schools;
  - Responding to multi-school enquiries;
  - Identifying their governance requirements and sourcing a list of suitable volunteers from the Inspiring Governance platform;
  - Undertaking administrative tasks via the Salesforce CRM and ensuring all communication is logged onto Salesforce;
  - Providing ongoing support to ensure the right volunteers are contacted and placed into schools.
- To communicate effectively and efficiently (via phone, email) with multi-school recruiters, keeping them informed of progress, and supporting them with any difficulties they might be having;
- To communicate effectively and efficiently (via phone, email and in person where applicable) with the Inspiring Governance Regional team (four Regional Managers) who work daily with multi-school recruiters in their regions.

### Supporting Other Key Inspiring Governance Operational Processes

- To provide daily support managing internal and external enquiries about all aspects of the Inspiring Governance service (including incoming phone calls and emails);
- To provide support in relation to documentation of enquiries and processes;
- To provide support with the internal process that supports recruiters who cannot find suitable volunteers;
- To provide administrative support where needed;
- To liaise daily with other Inspiring Governance team members, and wider Education and Employers staff whose work overlaps with the two areas above.

### Data Audit and Reporting

- To undertake data audit work; including providing support with data cleaning activities, ensuring data is up-to-date and chasing up volunteers with incomplete profiles via the CRM platform;
- To provide weekly reports to the Inspiring Governance Manager on all work tasks.

### Generic tasks

- Other ad hoc tasks to support the Inspiring Governance wider team as needed;
- General enquiry management of phone calls received for the charities other campaigns and programmes.

### Person specification

Criteria	Essential	Desirable
<b>Skills Required</b>	<ul style="list-style-type: none"> <li>• Excellent planning, time management administrative and organisational skills</li> <li>• High level of attention to detail and accuracy</li> <li>• Articulate and confident communicator including over the phone</li> <li>• Excellent writing skills and ability to construct customer focussed communications</li> <li>• Good working knowledge of Microsoft Office programmes including Excel</li> </ul>	<ul style="list-style-type: none"> <li>• Working with databases</li> </ul>
<b>Attainment</b>	<ul style="list-style-type: none"> <li>• Good level of education</li> </ul>	
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge of service delivery and factors that contribute to 'a good service experience' for 'the</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of volunteer management systems</li> </ul>

	<p>customer'</p> <ul style="list-style-type: none"> <li>• Knowledge around the role of school governance</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of performance indicators and working within these</li> </ul>
<b>Relevant Experience</b>	<ul style="list-style-type: none"> <li>• Experience managing enquiries (sometimes of a technical nature) over the phone, via email and face to face</li> <li>• Experience of delivering a good customer experience</li> <li>• Experience of the practical application of Microsoft office tools</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of using Salesforce/CRM systems or equivalent</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Flexible with the ability to anticipate requirements and act to provide workable solutions to deliver what recruiters need from the service</li> <li>• Confident communicator who is perceptive to understanding needs/requests and able to action and prioritise these</li> <li>• Calm and patient when dealing with a range of people</li> <li>• Ability to work as a team player as well as autonomously</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to travel within the UK with occasional overnight stays</li> <li>• Ability to work some evenings and weekends to support events</li> </ul>

***Application***

The closing date for applications is 14<sup>TH</sup> April with interviews scheduled for the 20<sup>TH</sup> April.

Only shortlisted candidates will be contacted by close of business on the 17<sup>th</sup> April.

Interviews will take place at the Education and Employers' offices just off Fleet Street, London.

Please send a CV and Covering Letter setting out your interest in and suitability for the role to [jobs@educationandemployers.org](mailto:jobs@educationandemployers.org)

**Applications from recruitment agencies will not be considered under any circumstances.**