

Job Description

Job Title:	Head of Governance Programmes: Matching & Customer Service
Reports to:	Director of Governance Programmes
Location:	Quantum House, 22 – 24 Red Lion Court, Fleet Street, London, EC4A 3AB
Purpose:	<p>The Charity delivers two Governance recruitment programmes; one for the Department for Education and one for the Education and Training Foundation. Both programmes recruit skilled volunteers through working with employers and professional networks and match them to opportunities with schools and Further Education (FE) providers through our online technology platform.</p> <p>This key new post will be responsible for all aspects of customer care across governance programmes' key user groups; FE Providers and clerks to the Board, schools and those recruiting governance roles on behalf of single and multiple schools, key internal and external stakeholders (the Inspiring Governance regional team members, the National Governance Association, Academy Ambassadors and the Department for Education) and to our governance volunteers (currently c4000) to ensure that their aspirations to take up a governance role are fulfilled i.e. volunteers are matched and placed into suitable governance roles as efficiently as possible. The customer care function includes management and delivery of core areas such as enquiry management, record reconciliation and maximising fulfilment (matching and placement) of volunteers into governance roles. Finally, this role has responsibility for monthly contract reporting and day to day client and delivery partner management for the Inspiring Governance programme.</p>
Remuneration:	£34k - £38k per annum, pro rata (depending on experience)
Additional Terms:	30 days paid holiday
Appointment Terms:	Full time, permanent role

Education & Employers Charity

[Education and Employers](#) is a national charity that was launched in 2009 with the aim of '*ensuring that every school and college has an effective partnership with employers to provide its young people with the inspiration, motivation, knowledge, skills and opportunities they need to help them achieve their potential and so to secure the UK's future prosperity*'. The charity works to achieve this by working in close partnership with leading national bodies representing schools, colleges and employers.

The Charity runs several volunteer programmes; [Inspiring the Future](#) uses a bespoke match-making technology which connects state schools and colleges with employers and people from the world of work and using this technology the [Inspiring Women](#) and [Primary Futures](#) Campaigns. Over 38,000 people have registered to volunteer from all levels – apprentices to CEOs, all sectors – app designers to zoologists and in all parts of the country. Using the same technology, the charity also runs the national [Inspiring Governance](#) and [Inspiring FE Governance](#) services. Over 4,000 volunteers have already signed up online and recruiting boards can search easily for the skills and experience they need.

Our online technology and the related programmes and campaigns it facilitates have seen high profile support across government, business and teacher associations and ongoing corporate partnerships including Bank of America Merrill Lynch. A number of other countries are rolling out some of our programmes including [China and Australia](#).

The charity also undertakes research on education and employer engagement. Our pioneering research has led the way in improving the quantity, quality and relevance of research into employer engagement in education and is now quoted through government policy and by other key practitioners. In addition to undertaking its own research, an early priority of the charity was to make high quality robust research produced by academics around the world easily accessible to practitioners, employers and policy-makers.

Job Description

The successful candidate will be responsible for all aspects of customer care and fulfilment of governance vacancies across the Charity's two Governance Programmes:

- **Inspiring Governance:** This is a free England-wide online recruitment service that connects schools with skilled volunteers interested in being governors and trustees. The service is funded by the Department for Education (DfE), and is delivered in conjunction with the National Governance Association who provide support and training to IG placed governors and trustees. The contract with the DfE to run the service started in September 2016 and will initially run for 4 years. In addition to the recruitment and matching of volunteers the first delivery year has seen a major redevelopment of the match-making software, creating marketing materials, undertaking an overhaul of the programme web-site to and appointing and embedding a regional team of staff. Currently, work is being undertaken to produce some initial videos (one for employers and one for volunteers) and to run a small pilot Facebook campaign aimed at volunteers. The programme has specific, and demanding, Key Performance Indicators (KPIs) to meet, for example, around numbers of volunteers sourced and placed, number of employers engaged and number of vacancies registered.

- **Inspiring FE Governance:** This is a free England-wide service dedicated to finding individuals with the right skills to service on Further Education (FE) Boards in England, including potential chairs of finance committees. Board members are committed volunteers and the role is like a company non-executive director. The Inspiring FE Governance service is funded by the Education and Training Foundation and run by the Charity. The service was initially commissioned at the end of March 2017, and has been started from scratch by the Charity, with the development of a website and initial recruitment campaigns with pilot FE providers (Colleges initially). Recruitment of volunteers and placing them with FE registered vacancies is now fully in process, and is currently being driven through the Inspiring FE Governance website. It will be transferred shortly onto the Charity's online Platform now that enhanced functionality has been developed and deployed. Confirmation of the first successful appointments was received earlier in October. To date, no big marketing or communications 'push' to volunteers or recruiters has been made, relying instead during the initial start-up phases on word of mouth and the Charity's existing pool of volunteers from other programmes such as Inspiring the Future. The programme has specific Key Performance Indicators (KPIs) to meet, for example, around numbers of volunteers sourced and placed.

Central to the delivery model of both governance programmes is the Charity's online technology platform which allows volunteers and recruiters to connect directly with a vacancy opportunity. Over the last 9 months, the Charity has significantly updated this technology to include new functionality, a more user-friendly interface and mapping. Experience over the last 12 months of running the Inspiring Governance contract has shown that whilst some users work well with the 'self-service' model facilitated by the platform, others need more support and guidance. We need to ensure that recruiters who advertise a vacancy are successfully connected with suitable volunteers so that the services we run fulfil their ultimate objective: to fill with skilled volunteers the multiple thousand governor vacancies in schools, colleges and FE providers across England.

The Head of Governance Programmes, Matching & Customer Service will work closely with the Director of Governance Programmes and the Head of Governance Programmes (Outreach & Recruitment) to take responsibility for five broad areas to further develop and deliver excellent customer care to our governance programme users:

1. Further develop, manage and deliver all aspects of customer care (including enquiry management, keeping user records up to date and periodic and systematic data cleaning), across governance programmes' key user groups including FE Provider representatives, clerks to the Board, schools and those recruiting governance roles on behalf of single and multiple schools, and to our governance volunteers (currently c.4,000, increasing daily);
2. Further develop, manage and ensure delivery of a systematic approach to contacting recruiters and volunteers to ensure they are comfortable using the Platform, have volunteers for their vacancy(s) and that vacancies are being filled in a timely and efficient manner, and ensuring regular reporting (using Platform generated reports) to ensure a clear and transparent picture always across both services;
3. To work proactively with key internal and external stakeholders (the Inspiring Governance regional team members, the National Governance Association, Academy Ambassadors and the Department for Education) to support customer care & fulfilment of vacancies;

4. To take responsibility for monthly and quarterly contract reporting for the Inspiring Governance programme and in conjunction with the Director of Governance Programmes support day to day client (DfE) and delivery partner (National Governance Association) and closely linked organisations (Academy Ambassadors) relationship management for programme;
5. To undertake line management responsibilities.

Key Accountabilities

Customer Service

- Further develop, manage and deliver all aspects of customer care across both governance programmes, including enquiry management, keeping user records up to date and periodic and systematic data cleaning;
- Working in liaison with the Director of Operations and Programmes and the Salesforce CRM Manager develop and deliver a clear programme of systematic user data cleaning and back office user records reconciliation.
- To contribute to the coordination of Charity wide work in relation to customer service across the Charity's full suite of programmes and other activities. This will include collaboration with the Senior Management Team and work closely and proactively with colleagues across the Charity.
- To ensure that customer service is developed and delivered promote equality and diversity at all service levels.

Matching (ensuring governance vacancies are filled)

- Further, develop, manage and ensure delivery of a systematic approach to contacting recruiters and volunteers to ensure they are comfortable using the Platform, have volunteers for their vacancy(s) and that vacancies are being filled in a timely and efficient manner;
- To establish regular reporting (using platform generated reports) to ensure a clear and transparent picture is regularly available (weekly monthly, quarterly, annually) around all aspects of customer care across both services;

Internal and External Stakeholders

- To work proactively with key internal and external stakeholders to support customer care & fulfilment of vacancies; including regular liaison with the Head of Inspiring Governance (National Governance Association) to share customer care metrics across organisations. (The NGA manage and deliver the support service (which includes training via e-learning) to volunteers once placed into a governor role through the Inspiring Governance service).
- To proactively work with the Inspiring Governance regional team (4 FTEs) across aspects of customer care that they are directly involved within the regions, for example, liaising with specific volunteers and recruiters.

Inspiring Governance Contract Reporting

- To write the monthly and quarterly contract reports for the Inspiring Governance programme (with support where needed from the Director of Governance Programmes);
- In conjunction with the Director of Governance Programmes, support day to day client (DfE) and delivery partner (National Governance Association) and closely linked organisations (Academy Ambassadors) relationship management for the Inspiring Governance programme.

Line Management responsibilities

- Line management and day to day support and guidance of two FTEs who work on enquiry management and customer support;

Other

- Proactively contribute ideas and thoughts into the governance programmes team and into the Charity;
- Other ad hoc duties as required.

Person Specification

Skills/ Knowledge/ Expertise

Essential

- Senior management level experience of programme and project management;
- Demonstrable customer care delivery and management experience ideally at a national or regional level;
- Demonstrable client and stakeholder engagement experience;
- Senior level experience of managing and delivering across a function (experience in a customer care setting would be ideal) including scoping and delivering a programme of activity to achieve Key Performance Metrics;
- Demonstrable experience of directly line managing staff and working with staff across multiple locations;
- Excellent people skills, and the ability to manage complaints and constructive criticism from users;
- Experience analysing customer feedback and delivering changes to the user experience where possible as a result i.e. fostering continuous service improvement;
- Excellent written and verbal communication skills and demonstrable experience of writing client focused reports.

Desirable

- A passion for supporting young people in realising their potential through harnessing skilled volunteers to engage in education;
- A successful track record in delivering tangible service improvements through the delivery and management of excellent customer care;

- Specialist knowledge of the education and employment sectors and the policy environment and delivery models which underpin relationships.
- Experience and/or knowledge of governance within an education context;
- Experience of working to deliver significant national Key Performance Metrics using resources (human and financial) efficiently and effectively;
- Understanding of risk management, data protection and safeguarding.

Personal Attributes

- Good level of education, demonstrating strong customer care aptitude and communication skills both written and verbal. Comfort and confidence in working with a variety of external stakeholders, having an entrepreneurial and enterprising approach to their work;
- Good working knowledge and practical application of Microsoft office tools and customer relationships software;
- A “doer”- ability to anticipate requirements and act to provide workable solutions;
- 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 sometimes develop between internal and external stakeholders involved in the organisation and delivery of programmes.
- Team Player: working collaboratively and flexibly to achieve outcomes and is keen to add value to the Charity’s culture and ethos;
- Able to undertake some occasional work in the evenings and at weekends;
- Able to travel in the UK occasionally if required (England primarily).

Application

The Education and Employers charity values having a diverse workforce. We are committed to equality of opportunity and welcome applications from individuals, regardless of their background.

The closing date for applications is 5 pm Thursday 30th November and only successful candidates will be notified no later than Friday 1st December that they have been shortlisted.

Interviews will take place on Tuesday 12th and/or Wednesday 13th December at the Education and Employers’ offices in Fleet Street London.

Please send a CV and Covering Letter setting out your interest in and suitability for the role, and your availability on the 12th and 13th December to jobs@educationandemployers.org

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