



**Job Title:** Officer - Regional Community Engagement - Leadership Development - London

**Region:** London

**Closing Date:** 15 September 2013

## About Teach First

Teach First is an education charity working in partnership with schools and other organisations to break the link between low family income and poor educational attainment. We recruit high calibre individuals and match them with primary and secondary schools in challenging circumstances where they teach for a minimum of two years. Teach First enables its participants and ambassadors to raise the achievement, aspiration and access to opportunity of children from low socio-economic backgrounds, whilst developing a network of leaders with a life-long commitment to ending inequality in education from both inside and outside the classroom. For more information on the work we do and which regions we operate in, please visit [www.teachfirst.org.uk](http://www.teachfirst.org.uk).

## Job Purpose

The Regional Community Engagement Officer will bring vital expertise and experience of community engagement and volunteer mobilisation to help us maximise the impact of our community.

The successful candidate will demonstrate an advanced knowledge and understanding of the role that effective community management and engagement can play in driving social change. They will work with colleagues to create and manage community engagement across two areas of London, acting as a central point of contact and co-ordinator for engagement activities and interactions. This will include the development of community-led networks, online engagement, and supporting the regional strategy. They will work closely with the ambassador (alumni) community to ensure that they are catalysts for community engagement and at the heart of our movement for social change.

As a champion of community impact the officer will provide and share evidence of exceptional network and relationship management. The successful candidate will work closely with stakeholder owners in the region, with Regional Community Engagement Officers across the UK and with the central Network Management team, to ensure effective knowledge sharing about community engagement.

At a time of exciting change and expansion for Teach First we are looking for an exceptional relationship manager with a passion for community building and addressing educational disadvantage in the UK. The successful candidate will be a self-starter who is able to work collaboratively and demonstrate initiative.

## Key Accountabilities

### Relationships

- Identify and build positive relationships with core stakeholders (ambassadors, employees and participants) to drive community engagement
- Support colleagues across the two London areas to prioritise community engagement within their roles
- Work with the Networks Officer to provide a contact point and on the ground support to existing and emerging local networks
- Work with Regional Community Engagement Officers, including a second London RCEO, and National Hubs and Networks Senior Officer to apply and share learning and best practice
- Support and inspire new relationships with organisations, initiatives and networks that are working achieve our vision in the region

### Communication

- Understand the interests and motivations of participants and ambassadors in the region and share this knowledge with colleagues to inspire and facilitate community engagement and voluntary activity
- Work collaboratively with colleagues across the organisation, including External Relations and your regional team, to share inspiring stories, drive new engagement opportunities and build an understanding of community impact in the region
- Develop an online and offline presence with the community and demonstrate best practice by utilising the community website effectively to drive content and connect the community
- Work collaboratively with the national Network Management team to communicate effectively with our community and share stories of success and progress
- Provide 'on the ground' intelligence on priorities to the Community Impact Department and wider organisation

# TeachFirst

## Research, Evaluation and Impact

- Work with regional and Network Management teams to set, deliver and monitor regional targets for engagement and impact, specifically for the regional ambassador community
- Inform and work within the regional vision and strategy to direct and drive social change
- Gather and analyse data from the community to create insights, recommendations and the guide the direction of the community and its activities
- Monitor regional knowledge and data to stimulate new connections within the community and inform the development of community-led networks
- Work with Data Officer and Services Senior Officer to ensure data relating to community engagement is consistently and effectively collected, recorded and managed

## Technical Competencies

- Experience of practical community management including mobilising, inspiring and developing groups of volunteers and driving social change
- Ability to think strategically and to develop and implement strategic plans
- Understanding of community-led networks
- Ability to work across teams and departments
- Good computer literacy and awareness and understanding of online community management
- Exceptional relationship-building skills; the ability to establish effective working relationships with people of all working styles, backgrounds, industry-experience, etc.
- Excellent organisation and proven project management skills
- Ability to develop robust systems and processes for customer relationship management
- Computer literacy

## Competencies Required

### Commitment

#### Championing Teach First

- Talks confidently about the work of Teach First, specifically in relation to graduate recruitment, the Leadership Development programme, the ambassador network and our external relations

#### Achieving results

- Analyses situations and recommends action
- Effectively manages projects and tasks to achieve a high quality result

### Integrity

#### Managing and developing self

- Proactive at keeping up to date in the sector and their area of specialism by reading, attending briefings and analysing current data
- Proactive and resourceful in finding opportunities to enhance development

#### Seeking, accepting and giving feedback

- Uses feedback to evaluate own performance and draws conclusions on how to make the best of strengths and manage weaknesses

### Collaboration

#### Communicating and influencing

- Communicates effectively across the organisation collaborating and building relationships
- Influences colleagues to think differently about things and explore different perspectives

#### Developing relationship and team-building

- Shares best practice with other team members and encourages others to work to the best of their ability
- Proactively manages relationships with internal and external stakeholders

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## Excellence

### Prioritising, planning and organising

- Manages a varied workload balancing different priorities and short and long term goals

### Innovating, adapting to and managing

- Proactive in critically assessing working practices and suggesting ideas and opportunities for improvement
- Supports the need for change and helps others to take it on board

## Leadership

### Managing, empowering and developing others

- Delegates tasks and supports their delivery to ensure work is successfully completed

### Providing strategic direction and vision

- Understands and can interpret the principles of Teach First's strategic direction and vision

## Location

National & London Regional Office, 4 More London Riverside, London SE1 2AU

## Salary Band

£ 28,050, increasing to £ 31,510 on successful completion of the 6 month probationary period. \*

\* Roles based in London will also receive the £3,000 London Weighting Allowance

## Benefits

Teach First's core benefits include 27 days holiday per annum (7 of which must be taken during the two weeks of Christmas and New Year office closure), participation in the pension scheme via Salary Exchange (with an employer contribution of up to 6%), life assurance, income protection and private healthcare. Through our flexible benefits platform access to childcare vouchers, interest free travel season ticket loan, subsidised dental membership, health screening, discounted gym membership, travel insurance, GAYE and the option to buy/sell annual leave.

## How to apply

Please send CV and cover letter to [careers@teachfirst.org.uk](mailto:careers@teachfirst.org.uk) demonstrating what attracts you to Teach First and how you meet the competencies on the job description above.

## Next steps

We aim to provide feedback to all applications within 10 working days from the closing date.

First stage interviews will take place on 19 & 20 September 2013.

Second stage interviews will take place on 25 & 26 September 2013.