

Teacher Development Trust

Job Profile

School Programme Leader (Membership)

Reports to: Chief Operations Officer

Responsible for:

Role Purpose

To be responsible for the recruitment, retention and management of TDT Network members, lead on the analysis and evaluation of network membership, oversee and monitor the progress, take up and retention of membership, and support the delivery of the TDT Network and its associated school programmes.

Responsibilities

1. In common with all Trust staff

- 1.1 To support the philosophy, aims and objectives of the Teacher Development Trust and to champion its work;
- 1.2 To ensure the best possible experience and outcomes for the Trust's clients and stakeholders;
- 1.3 To support collective responsibility, knowledge sharing and team working across the organisation;
- 1.4 To promote and champion equality, diversity and inclusion;

2. Particular to this post

- 2.1 To lead, implement and manage the recruitment and retention of members of the TDT Network, including regular liaising and relationship management with key stakeholders and school leaders;
- 2.2 To lead on the analysis and evaluation of Network membership, create and convert a pipeline of prospective Network members against criteria and targets, and work with members to maximise the lifetime impact, revenue and retention of schools;
- 2.3 To generate new sales using existing and potential customer networks;

- 2.4 To be responsible for Customer Relationship Management, supporting the Trust's key stakeholders including providers, schools, mentors and teachers, ensuring regular communication (email, phone and face to face) and responding to provider, teacher and school enquiries;
- 2.5 To manage a portfolio of customer and client accounts and develop long-term, productive relationships;
- 2.6 To work with schools in order to identify next steps, deliver impact and support the school journey through appropriate CPD solutions;
- 2.7 To provide support for sales and acquisitions and take responsibility for converting potential leads to TDT membership;
- 2.8 To support the planning, marketing and delivery of Trust events and courses;
- 2.9 To visit and audit schools' processes and systems in relation to professional development and identify areas of strength and areas for development;
- 2.10 To attend meetings with Trustees, provide regular updates and respond to queries as requested;
- 2.11 To create and update resources to support best quality professional development in schools;
- 2.12 To work with members of the team to deliver high quality conferences for Network member schools;
- 2.13 To contribute to the review and development of programme budgets;
- 2.14 To maintain and monitor Network databases, dealing with user queries and issues, running and updating activity reports on Network projects and progress and updating databases as required;
- 2.15 To support colleagues and contribute to the strategic development of TDT and its work with schools;
- 2.16 Administrative Support: to undertake administrative tasks to support programmes and activities as required;
- 2.17 To mentor new staff as required;
- 2.18 To ensure that the existing quality of delivery of programmes is maintained and improved as the organisation grows;

2.19 To work with colleagues to ensure continuous improvement of existing programmes;

2.20 Such other duties of a similar nature that may be required from time to time.

Person Specification
School Programme Leader (Membership)

Qualifications

1. University graduate;

Skills, Knowledge and Experience

2. Previous experience of programme organisation and developing member services in an educational or similar setting;
3. A good understanding and experience of customer relationship management;
4. A good understanding and experience of sales and acquisitions;
3. A strong commitment to education, the non-profit sector and improving educational outcomes for children;
4. Knowledge of the current educational landscape, including an understanding of professional development and teacher enquiry;
5. Knowledge and expertise in building and maintaining customer relationships.
6. Excellent interpersonal, relationship management and communication skills with a proven ability to develop effective networks;
7. Ability to work with and relate to people from diverse backgrounds;
8. Ability to offer effective advice and support on a range of educational issues, including professional development and training;
9. Analytical thinking and writing skills;
10. Administrative experience; excellent organisational skills and attention to detail;
11. Flexibility, with the ability to adapt to an ever-changing, growing organisation and be self-motivated;
12. Computer/IT skills and knowledge of Microsoft Office, including Word, Excel and PowerPoint;
13. Experience of using Salesforce or an equivalent CRM system.