



The Brilliant Club

Recruitment Pack

**School and University
Partnerships Coordinator**

July 2024



Registered Limited Company: 07986971

Registered Charity: 1147771 (England and Wales), SC048774 (Scotland)

Registered Office: Fivefields, 8-10 Grosvenor Gardens, London, SW1W 0DH

School and University Partnerships Coordinator

Start Date: September 2024

Salary: £26,861 (plus £2,000 London weighting for those living in London and within the M25).

Contract Type: Permanent

About the role

The role will support the School and University Partnerships teams, helping to ensure all strategic priorities are effectively delivered. This role will lead on several administrative processes to ensure the development and effective tracking of the stakeholder relationships – with schools, MATs, universities and other partners – that are key to running our programmes. These relationships are essential for us to fulfil our mission of supporting young people from less advantaged backgrounds to access and succeed at the most competitive universities.

About you

The role will best suit someone who:

- Has excellent organisational skills, including ability to balance complex and competing needs;
- Is a collaborative and strong team player, including supporting those in other teams during peak periods;
- Has a good working knowledge of Microsoft Office, is enthusiastic about working with data and records, and can produce high quality documents with excellent attention to detail;
- Takes initiative to complete and improve administrative processes;
- Adheres to information security policies included in the charity's ISO 27001 manual and completes information security training;
- Has a demonstrable passion for furthering The Brilliant Club's mission.



About The Brilliant Club

What we do

Access to higher education and the life-changing opportunities that come from attending the most competitive universities is not equal. 28 in 100 of the most advantaged students progress to the most competitive universities. In contrast, only 2 in 100 of the least advantaged young people access these universities.

We think this is fundamentally unfair. We work across the UK to support less advantaged students to access the most competitive universities, and to succeed when they get there.

Between 2021 and 2026, we will work with 100,000 students across the UK to help them to develop the knowledge, skills and confidence to access the most competitive universities. We will also support 10,000 students from disadvantaged backgrounds to succeed once they enter universities.

We hope that you'll consider joining us, as we work to create a fairer society where no child's education is limited by their background.

Working for us

- Hours: 37.5 hours per week Monday to Friday, flexible working with 10am – 3pm core hours, some evenings and weekends required.
- Benefits include: 36 days' holiday (inclusive of bank holidays) increasing by 1 day per year up to a maximum of 41 days, employer contribution to pension, interest-free season ticket loan, five professional development day allowance, BUPA health cover cash plan.
- We're happy to talk flexible working. We have offices in Birmingham, Cardiff, Leeds and London.
- After your first month in this role, we expect you to be connecting face-to-face with colleagues on at least one day per week. In your first month, we'll ask you to be in offices a little more regularly than this to make sure you're getting to know your key colleagues and feeling connected to the organisation.

Our values

The Brilliant Club has three core values that underpin how we work. We look for people who share these values:

- We get to a solution
- We seek and act on the best data available
- We understand that little things go a long way



“As the first in my family to go to university and having worked as a teacher in a state school, I applied to join The Brilliant Club with a real passion for the charity’s mission. I am grateful every day that I work at a charity that is supportive of both professional development and flexible working, as well as being full of kind and passionate colleagues.”

Leanne, Chief Operating Officer

Diversity at The Brilliant Club

We mobilise the PhD community to support students who are less advantaged to access the most competitive universities and succeed when they get there. We think it is important that our charity reflects the lived experience of the communities we work with, and we want to be an organisation where employees from any background can thrive. We particularly welcome applications from disabled, Black, Asian, and Minority Ethnic, Lesbian, Gay, Bi, Trans, Non-binary (LGBTQ+) candidates, and candidates from low-income families.



“We are the Diversity and Inclusion Staff Engagement Leads at The Brilliant Club. Our role is to help make the charity an inclusive working environment for all of our colleagues. We work with our amazing [affinity groups](#) and colleagues in HR to ensure everyone at the charity has a sense of belonging.”



Keasha and Mano - Diversity and Inclusion Staff Engagement Leads

Safeguarding

The Brilliant Club is committed to proactively safeguarding children, beneficiaries and staff and to taking reasonable steps to protect all those who come into contact with the charity from harm. The safety and welfare of everyone affected by the charity’s activities, especially children, is a key governance priority.

As part of our recruitment and selection process and commitment to safeguarding, we will undertake a Disclosure and Barring Service (DBS) check of all individuals in this role. Any offer of employment will be subject to a satisfactory disclosure report.



Responsibilities

The following areas of responsibility are the core of the role. However, the role is flexible and will vary according to the needs of the team, and the background and experience of the successful applicant.

School sales processes

- Manage the School Partnerships inbox.
- Manage the processing of sales and enquiries (answering basic queries and passing onto relevant team members).
- Be School Partnerships' point of contact with IT team and work with them to ensure accurate record keeping of sales and enquiries on The Brilliant Club's CRM software, including keeping up to date contact and organisation records for schools and networks, and setting these systems up at the beginning of each sales year.
- Maintain processes for sign up forms and agreements.
- Support management of school invoicing and annual financial audit.
- Provide Programme teams with email copy and timelines for contacting renewing schools to ensure that we are maximising our school renewals each year.

University partnerships processes

- Lead on the maintenance of university records and the refinement of related processes on The Brilliant Club's CRM, including annual invoicing processes, dashboard set up and monitoring and contact clean-up.
- Create high quality documents and papers to support the delivery of regular Steering Group meetings with university partners. This will include the creation of annual partnership agreements.

- Support with scheduling, minuting and follow up for external meetings with university partners.
- Manage the universities inbox, dealing with enquiries and allocating contact to the most appropriate member of the University Partnerships team. This will also include the coordination of email campaigns and other promotional mail outs.
- Regularly research engagement/networking opportunities such as conferences and events, as well as relevant bids and tenders.

School and university engagement

- Lead on collating school and university feedback, including initiating improvements to systems, record keeping and supporting Programme teams with school follow up.
- Manage newsletter mailing lists, content and permissions (working with IT team to update and improve systems, update lists regularly, segment audiences where required).
- Source and create a range of promotional materials for marketing use, including creating anonymised impact reports and other bespoke materials for MATs, school networks and universities.
- Implement “Thank a teacher” campaign on a termly basis and manage School Partnerships’ school-facing merchandise.
- Support School Partnerships Officers, Head of University Partnerships and the External Affairs team to develop a bank of school and university case studies.
- Support our growth strategy by researching MATs and universities, producing internal briefings, mapping key contacts and contributing to other MAT and university related administrative tasks as required.
- Monitor MAT placements, seeking input from internal stakeholders and escalating issues early to ensure positive solutions are reached.
- Together with the External Affairs team, maintain an engaging university-facing social media presence.
- Support with the planning, coordination and delivery of online and in-person university engagement events, such as webinars and The Brilliant Club’s annual lecture.
- Create termly and annual impact reports for partners, e.g. MATs, Uni Connects and universities.

General administrative support

- Schedule team meetings, catch ups, away days.
- Support with compiling agendas, taking actions and summary notes at team meetings.
- Support organisation of resources on SharePoint/Teams for use across programme teams.
- As required, support School Partnerships and University Partnerships teams in all aspects of general admin, which may include scheduling meetings, calendar support, tracking actions, and supporting with wider admin tasks.
- As required, support the wider Brilliant Club team on all aspects of general admin and office management.
- Across the charity we all pitch in to help different teams and areas of work. This may mean you attend and support with the delivery of other teams’ activities and events. From time to time, you may also work with another team for a fixed period of time, or collaborate on a project to ensure we deliver for the young people we serve. We think this is a good way to gain experiences in different areas of the organisation and enhance your professional skills.

Person specification

Time and Resource Management:

- Excellent organisational skills, with an ability to prioritise and manage time effectively.
- Ability to balance complex and competing needs while working across two teams.
- Ability to identify opportunities to save time/resources.

External Stakeholder Knowledge and Management:

- Comfortable handling external and internal enquiries, including connecting them with the right person.
- Good understanding of the main stakeholders of The Brilliant Club, and how to maintain positive partnerships with them.

Communication:

- Writes and speaks clearly, coherently, and accurately, and can adapt communication appropriately to suit different audiences.
- Adheres to rules and policies for data protection and information security.
- Deals with sensitive issues effectively and with empathy, and can demonstrate strict confidentiality.

Initiative and Problem-solving:

- Quickly identifies and communicates problems, suggesting possible solutions.
- Effectively uses systems and structures to solve problems in a timely manner.
- Actively looks for ways to help others, seeking advice and permission as required.

Developing Self and Others:

- Self-reflective and committed to own professional development.

Role Specific Knowledge and Skills

- **Essential** – Good working knowledge of Microsoft Office, and ability to produce high quality documents with excellent attention to detail.
- **Essential** – Confident, enthusiastic and accurate use of CRM systems, including data cleansing, reporting and preparing data for team use and to present to other teams.

Role specific Experience and Qualifications

- **Desirable** – Previous work experience in administration or a professional environment.
- **Desirable** – Previous experience of working with young people, in schools or universities.

What comes next

To apply: Please submit your application by clicking [here](#). As part of your application, you will be asked to submit your CV and complete the answers to some application questions.

Deadline: 9am on Monday 19 August 2024

Interviews: First round: Tuesday 27 August 2024; Second round: Monday 2 September 2024.

For more information: Visit our [website](#) or contact recruitment@thebrilliantclub.org.

Our Year in Numbers

