

THE KIDS NETWORK

School Experience Officer

The Kids Network is a London based children's charity connecting young people with trained volunteer mentors.

We're looking for a highly organised, relationship focused **School Experience Officer** to support our school partnerships strategy and ensure every school has a brilliant experience of our programme.

- Location: London-based (Hybrid - Remote, Office and Field based)
- Contract: Permanent, full time (35 hours)
- Salary: £28,000 p/a
- Reporting to Schools and Partnerships Lead

We will be holding first round calls on Thursday 10th September, with the second round interviews taking place Wednesday 16th September.

Ideal start date: 4-6 weeks

ABOUT THE ROLE

We're looking for a highly organised, relationship focused **School Experience Officer** to join our Programme Delivery team and support our Schools and Partnerships Leader. This role is central to ensuring that every school we work with receives a consistent, high quality experience of our mentoring programme.

You'll manage the day-to-day administration of school referrals, support schools to contribute financially to the programme, and help nurture strong, positive relationships with both new and existing school partners. If you're proactive, detail-driven and passionate about improving outcomes for children in London, this could be the perfect role for you.

WHAT YOU'LL DO

- Manage school referrals from enquiry to mentor match
- Provide excellent day-to-day support to school partners
- Maintain accurate records on Salesforce
- Support income generation through proposals, invoices and partner stewardship
- Coordinate school communications and gather feedback
- Assist with outreach and partnership development

BENEFITS

- Flexible working arrangements (mostly working from home, with 1-2 days a week in the office)
- 25 days annual leave entitlement, plus additional day awarded each year (up to five years)
- Option to swap bank holidays for other religious holidays
- Birthdays off
- Two Mental Health "Me Days"
- Volunteering time to mentor with The Kids Network
- Personal development budget
- Team socials
- Working in a value-led organisation, where we share the impact we have on children every day

KEY RESPONSIBILITIES

SCHOOL REFERRALS & ADMINISTRATION

- Manage the day-to-day administration of the referral process, from initial enquiry to a child being matched with a mentor
- Apply a 'schools first', customer service approach by supporting schools to complete referrals accurately and in a timely way, following up proactively to keep pipelines moving
- Maintain accurate, up-to-date records of all referrals and school interactions on our CRM (Salesforce), flagging any issues to the Schools & Partnerships Leader
- Responsibility for securing a minimum number of referrals from schools
- Income Generation Support
- Support the Schools & Partnerships Leader to secure financial contributions from school partners, including preparing proposals, invoices and contribution agreements
- Follow the financial procedures for contributions from referral partners and maintain accurate records
- Help to identify and follow up on income opportunities with existing and prospective school partners
- Encourage schools to run simple fundraising activities within their communities

SCHOOL RELATIONSHIPS & EXPERIENCE

- Act as a first point of contact for schools on day-to-day queries, providing a warm, professional and responsive service
- Coordinate communications with schools throughout the programme cycle, including onboarding, quality assurance check ins and end of programme impact collection from schools
- Support the delivery team with the smooth handover of referrals, ensuring school partners feel informed and well-supported
- Gather school feedback and share insights with the Schools & Partnerships Leader to support continuous improvement
- Building and maintaining internal and external relationships, attending events or actively stewarding our offer with stakeholders

PARTNERSHIP DEVELOPMENT SUPPORT

- Assist the Schools & Partnerships Leader in identifying and approaching prospective school partners
- Help to prepare materials for school outreach, including presentations, information packs and email communications
- Maintain an up-to-date record of prospective and active school partners, supporting the management of the partnership pipeline
- Identify what's working well across schools and share best practice

GENERAL & ADMINISTRATIVE

- Support the Schools & Partnerships Leader with administrative tasks related to school engagement and partnership work
- Contribute to team meetings and planning processes as required
- Act in compliance with all organisational policies and procedures, including data protection and GDPR

ABOUT YOU

PERSONAL SPECIFICATION

- Strong administrative and organisational skills, with excellent attention to detail
- A natural relationship builder, confident working with schools and communities
- Clear and confident written and verbal communication skills
- Ability to manage multiple tasks and deadlines in a busy environment
- A proactive, can-do approach with the ability to work both independently and as part of a team
- Comfort working with data and digital systems, including CRM or database tools and communication tools like Slack, Teams and Zoom.
- Knowledge of the primary school landscape
- A genuine commitment to The Kids Network's mission and values, and a passion for supporting children and young people

DESIRABLE

- Experience in an administrative, coordination or customer-facing role
- Experience of delivering or arranging programmes in either an educational or safeguarding setting
- Experience of, or a strong interest in, the charity, education or public sector
- Familiarity with Salesforce or a similar CRM system
- Some exposure to income generation, sales support or fundraising administration

To apply please send your CV and a cover letter, no more than two pages about why you are right for this role and why you want to join The Kids Network. Due to the size of the team, we are unfortunately unable to respond to every application.

SAFEGUARDING COMMITMENT

The Kids Network is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. The successful applicant will be required to go through our safer recruitment processes, including an enhanced DBS check.

EQUITY COMMITMENT

The Kids Network values diversity and inclusion and we have worked to create an application process that is as accessible as possible, however we recognise that there is more we can do especially for applicants who are minoritised in society, have specific accessibility needs and/or experience discrimination. If this is the case we are both happy to discuss better ways to support your candidacy and make this application process as equitable as possible for you.

We are a diverse organisation and welcome everyone, but it is important to note that the intersections of your identity will not increase or affect the amount of labour you are asked to do. If you wish to draw on your own lived experiences that will be both encouraged and supported but it is not nor ever will be a prerequisite of this role. Find out more about our commitment to anti-oppression on our website.