



## JOB DESCRIPTION

<b>Job Title:</b>	School's Manager
<b>Reports to:</b>	Senior School's Manager
<b>Line Management:</b>	None
<b>Location:</b>	Flexible working with a mixture of remote working and office based at Solar House, 3rd Floor, 1-9 Romford Rd, London, E15 4LJ or home-based.
<b>Liaison:</b>	Across all teams at SHS, external agencies and suppliers
<b>Contract:</b>	Part-time, permanent
<b>Hours:</b>	30 hrs per week, term time only (days/times negotiable)
<b>Salary:</b>	£22,944 - £25,156 per annum, depending on experience (London based) £21,739 - £23,336 per annum, depending on experience (Regional based)
<b>Benefits:</b>	pension, life assurance, employee assistance programme

**For nearly 40 years, School-Home Support has been working with children, families and schools to break the cycle of poor school attendance, low educational attainment, anti-social behaviour, crime, low paid or no job, generation after generation. School-Home Support gets children and young people back into school, ready to learn. Whatever it takes.**

### **Purpose of role**

To manage existing school relationships and ensure successful delivery of SHS service to schools across the organisation. To build strong relationships with new and existing School leaders to ensure services continue beyond the life cycle of any funded support.

### **Work Context**

This position is for someone who understands the importance of excellent customer service and is passionate about ensuring our partner schools receive the very best from us. This position also requires dedication and commitment to supporting the School Business Development Manager to build new business opportunities/contracts across England.

### **Level of contact with children and young people**

Although the post-holder is unlikely to have direct contact with children, young people, and their families, due to their regular visits to Schools, they will require a DBS check in line with our safer recruitment requirements. SHS will organise and pay for this certificate.

### **Internal contacts**

The post holder will liaise with all colleagues across the organisation.

## **External contacts**

The post holder will liaise with school leaders, local authority officers, existing and prospective supporters of SHS, along with other partners/individuals as required.

## **Main responsibilities and tasks**

### **Business Development**

- To build and maintain strong relationships with existing school leaders, to ensure business continuity in existing schools/settings.
- Support the development of a pipeline of potential new school business opportunities within the identified target geographical areas.
- Support the School Business Development Manager with LA/Government tenders for new business opportunities.
- Ensure all contact and discussions with all stakeholders including existing and new customers are recorded onto Salesforce in a timely manner.
- Develop materials/resources to support new business opportunities/discussions.
- Represent School-Home Support at engagement events and external meetings including those with new and existing school customers to build relationships and network.
- Ensure that monitoring and evaluation is conducted to measure the delivery of work, and customer experience/impact.
- Ensure excellent quality communication is provided to all schools/stakeholders - including yearly school reports.
- Work with colleagues to ensure smooth onboarding of new schools, including setting up new schools on the system and preparing and sending out any welcome documentation

### **Finance and Compliance**

- Ensure compliance with any statutory or legal frameworks such as Data Protection legislation.
- Accurately record information in Salesforce (School-Home Support's database) maintaining comprehensive records
- Take ownership of all aspects of client retention including renewals and prompt payment of invoices

### **General responsibilities**

- To ensure that customer care and equal opportunity principles are complied with and promoted in accordance with SHS values and equal opportunities policy.
- To ensure that a high level of confidentiality is maintained in all aspects of the work.
- To conform to health and safety legal requirements.
- To undertake occasional travel within the UK.
- To carry out any other duties as requested by the line manager from time to time.

*This job description is not exhaustive; it outlines the key tasks and responsibilities of the post. These key tasks and responsibilities are subject to change. Any changes will be made in consultation with the postholder. You will be expected in undertaking the above role to comply with any policies and procedures that SHS may issue*

## Person Specification

### Experience, knowledge, skills and abilities

Essential Criteria	Assessed by application form (A) or interview (I)
Demonstrable experience of developing new relationships with schools and successfully delivering services.	A,I
Demonstrable Experience of working in the education, health or social care sectors with an understanding of the issues affecting children, young people and their families.	A
Experience of delivering compelling and persuasive presentations to school leaders - both verbally and in writing	A,I
Demonstrable experience of maintaining a database by inputting data and producing reports from it	A,I
Excellent writing skills, with experience of writing high reports or updates.	A
Excellent verbal communication skills, including the ability to deal tactfully and effectively with a wide range of stakeholders and with varying messages.	A,I
Excellent IT and administrative skills.	A
Excellent organisational skills and the ability to prioritise, work on own initiative, to be self-motivated and able to "get things done"	A
Ability to think analytically, creatively and laterally to identify opportunities and to find solutions.	A,I

Desirable Criteria	Assessed by application form (A) or interview (I)
Experience of developing materials and resources to support conversion of new business enquiries..	A,I