



The Talent Foundry

Job Description and Person Specification School Liaison Officer (Fixed Term)

Title: School Liaison Officer (Fixed Term)

Section: Administration

Hours: Full time fixed term contract

Reports to: Head of Programmes

Job Description:

Main purpose of the job:

- To recruit schools to take part in a range of The Talent Foundry's fully funded programmes.
- To complete accurate management information on the schools who have been recruited to take part in the programmes.
- To develop and maintain effective relationships with school staff at all levels.

Specific responsibilities relating to the role of School Liaison Officer:

- To make calls to prospective and existing The Talent Foundry (TTF) school contacts as requested by the Head of Programmes or other members of the TTF team.
- To contact schools as directed by the Head of Programmes or other members of the TTF team to publicise the opportunities TTF can offer and to take bookings from schools. Contact may be by phone, e-mail or other agreed means.
- To maintain accurate, detailed and up-to-date information on the schools contacted and their response.
- To update databases in line with TTF processes and procedures.
- To liaise with the relevant staff member at the school to complete a booking, sending any relevant documentation to the school as necessary.
- Liaise with the relevant TTF staff member to provide feedback from schools as necessary.

- Remain up to date with workshop content and materials in order to accurately share information with school staff at various levels.
- Act as an ambassador for both the programmes and TTF in interactions with all external parties and respond to queries in a timely, professional, polite and effective manner.
- Undertake any administrative duties as required to ensure the smooth running of the programmes and act as a point of contact for schools or other contacts as required in relation to the administration of any of our programmes.

Other general responsibilities:

- Operate as a flexible team player and provide a high level of customer service to schools and anyone connected with TTF.
- To be aware of, and comply with, all policies and procedures at TTF including Safeguarding and Health & Safety, reporting any concerns to an appropriate person.
- To be aware of, and support, diversity and equal opportunities for all, appreciating and supporting the role of other professionals.
- To contribute to the overall ethos, work and aims of TTF.
- To attend and participate in training, other learning activities, virtual meetings and events as required.
- To undertake all other duties commensurate with the level of the post as required, to ensure the efficient and effective running of TTF programmes.

Resources:

- To use Microsoft packages as required to produce correspondence, spreadsheets and reports and use any databases as required that are specific to the individual programmes.

Person Specification:

Qualifications:

- Educated to at least GCSE level or equivalent.
- GCSE (Grades A*-C) – English and Maths or equivalent.

Knowledge and Experience:

- **REQUIRED:** Excellent IT skills to include Word, Excel, e-mail and the internet.
- **REQUIRED:** Ability to work under pressure and prioritise workload to meet deadlines.
- **REQUIRED:** Experience in dealing with customers both face to face and over the telephone and of providing high levels of customer service.
- **DESIRABLE:** Experience of promoting opportunities to schools.
- **DESIRABLE:** Experience of sales (either telesales, retail sales, field sales or other sales environment).

Attitudes and personal attributes:

- Be committed to the ethos and values of working for a charity.
- Have excellent oral and written communication skills.
- Able to work on own initiative and prioritise tasks as necessary.
- Be flexible and able to work as part of a team, demonstrating an ability and desire to build good working relationships with the whole team.
- Ability to multitask.
- Have a commitment to continuous personal and professional development.
- Respect the need for confidentiality.
- Be responsible, honest and reliable with a good sense of humour.
- Willing to work within organisational procedures and processes and to meet the required standards of the role.

NAME IN FULL:

DATE:

SIGNATURE: