

# Alumni Programme Manager

## Duties and responsibilities

### Programme delivery in schools

- Build strong working relationships with participating schools
- Deliver high levels of customer satisfaction, impact and retention rates
- Take responsibility for delivering a high quality service
- Deliver impactful workshops, careers events and other activities
- Equip schools with the knowledge and skills to run future events themselves
- Recruit alumni to the network through social media and local community outreach, or support the school to do it
- Find innovative ways to help schools actively involve their alumni in school life, sharing learning and ideas with the APM team nationally
- Effectively manage the volunteer experience by engaging by phone, email and social media
- Keep accurate records of programme outputs, activities and impact

### Programme design and improvement

- Seek feedback on customer satisfaction, impact and service improvement and ensure that this is regularly fed into programme delivery and the annual programme development cycle
- Bring forward ideas about how we can improve

### Sales and fundraising

- Give presentations to Senior Leadership Teams of schools on the benefits alumni can bring to their school
- Encourage schools to recommend our services to others, actively working to identify new schools to work with
- Help to deliver greater reach and impact by selling our services into schools
- Deliver sales and renewals targets

### Communications

- Ensure excellent communications, both with alumni and schools and using internal communication channels
- Develop high quality resources and encounters to support alumni and schools

- Deliver social media content for your schools and stakeholders, which helps to deliver our communication goals
- Secure compelling case studies using the voices of alumni, school staff and young people
- Work with the Press Officer and Public Relations Officer to secure local, regional and national press coverage and showcase impactful work through other mediums

#### **Other duties**

- Support new interventions, including testing innovative ideas on the ground, as requested; bring forward ideas about issues in schools and what might be done to help
- Support the growth of a national alumni movement
- Participate effectively in regional projects
- Undertake any other duties as required by the organisation, commensurate with pay
- Travel is required which may include varied hours and overnight stays

## **Person specification**

#### **Essential criteria**

- Knowledge of UK schools and experience of working with teachers and/or young people
- Persuasive – wins support for plans and ideas
- An engaging facilitation style suitable for delivering impactful workshops (virtually and in person); experienced presenter and can manage challenging behaviour
- Experience of building strong, positive relationships with a variety of stakeholders
- Ability to positively promote Future First and its programmes; confident and able to sell; spots and takes opportunities; enjoys business development
- Excellent communications skills - both written, in person and on the phone
- Experience of using social media to drive engagement
- Ability to work to tight deadlines and prioritise workload; works well under pressure
- Demonstrable experience of thorough record keeping
- Tenacious; takes ownership of projects and responsibilities; takes proactive approach to problem solving and follows up
- Willing to take initiative and go the extra mile
- Comfortable working independently and remotely from colleagues
- Interest in social mobility and issues facing students in UK state education
- Embeds equalities in work
- Consistently shares expertise; strong team player and holds self and other team members accountable for achieving an exceptionally high standard

- Keeps up-to-date with developments, new ideas, resources and tools to aid the fulfilment of work responsibilities
- Is aware of own skills and areas for development; takes responsibility for own CPD
- Is positive and solution focused; willing and able to try new ideas

**Desirable criteria**

- Experience of managing activities involving young people
- Experience of working in or with primary schools and primary pupils
- Experience of working with volunteers
- Experience of project management

*Future First is committed to safeguarding the staff, volunteers and young people we work with. Where applicable, a satisfactory enhanced Disclosure & Barring Service (DBS) check will be required for the successful candidate.*