Dear Candidate,

Thank you for your interest in the role of **Participant Experience Officer: Teacher Development** at the Chartered College of Teaching.

The Royal Charter for the teaching profession was originally granted in 1849 to protect and serve teachers. In July 2017, this Royal Charter was transferred to a new professional body – the Chartered College of Teaching. The Chartered College of Teaching is a fast-growing charity making the transition from ‘start-up’ to a sustainable, impactful, high-profile organisation. The Chartered College of Teaching is the professional body for teachers in England. We are working to celebrate, support and connect teachers to take pride in their profession and provide the best possible education for children and young people.

**Vision**: Teachers are working in a research-informed way to provide the best possible education for children and young people.

**Mission**: We celebrate, support and connect teachers to deliver world-class teaching benefiting pupils and society. Together we will raise the status of the teaching profession.

The profession is facing several challenges:

* 1 in 10 teachers are leaving the profession (for reasons other than retiring)
* More than 27,500 teachers who trained 2011-2015 had already left the profession by 2016
* The average teacher in England spends only four days on CPD per year, compared to a global average of 10.5 days
* Teachers are at risk of burnout due to high workloads and expectations.

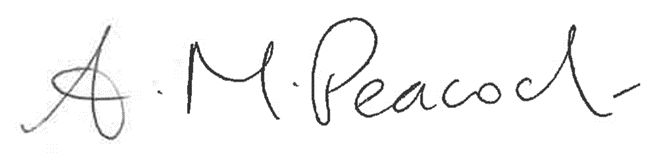
By raising the status of teaching as a profession, we aim to create a world where highly skilled, passionate and competent people become the visionary and inspiring teachers of the future.

The Chartered College of Teaching is seeking to recruit an exceptional Participant Experience Officer: Teacher Developmentto join our growing and dynamic team. This is a fantastic opportunity to support participants on our teacher CPD programmes. The Participant Experience Officer: Teacher Development will have involvement in all aspects of running the day-to-day delivery of programmes including the Chartered Teacher and Chartered Teacher (Leader) programme and our other flagship programmes. The successful candidate will have experience of delivering great support to customers or other stakeholders, with strong communication skills and attention to detail, as well as ideally having some experience of organising events or supporting training to provide a great experience for participants and potential participants.

We are looking for a highly capable and driven individual for this busy and exciting new role.

We look forward to hearing from you.

Yours sincerely,

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Professor Dame Alison Peacock, Chief Executive

**Job Title: Participant Experience Officer: Teacher Development**

**Location:** Office based (currently Russell Square, London) (with some flexibility to work from home) *(during the current COVID-19 pandemic the office is closed until further notice)*

**Hours:** 35 hours per week (open to flexible/part-time). Some evening and weekend work may be required, for which time in lieu will be available.

**Salary:** £25,000 per annum

**Contract:** Permanent

**About the Chartered College of Teaching**

The aim of the Chartered College of Teaching is to improve the quality of education for children and young people. We support teachers, champion great teaching and raise the status of the profession so that teachers are working in the most effective, informed way to provide the best possible education for children and young people now, and in the future.

The Chartered College of Teaching is committed to ensuring that our workforce is truly representative of all sections of society and that each employee feels respected, heard and able to give their best. To ensure inclusion and engagement for all, the Chartered College of Teaching is committed to helping each employee always feel celebrated, supported and connected. We welcome applications from candidates regardless of their sex, sexual orientation, gender identity, marital status, race, colour, ethnic or national origin, religion, age or disability.

**Job Purpose**

The Participant Experience Officer: Teacher Development works in the Education and Research directorate and is responsible for ensuring that participants on our teacher CPD programmes, including the Chartered Teacher and Chartered Teacher (Leader) programme, and our other flagship programmes, have an excellent experience. This includes running the day-to-day delivery of programmes, including organising events, producing documentation, communicating with programme participants, answering queries, tracking participant engagement and ensuring that a range of programme processes are delivered effectively.

The ideal candidate might come from a training delivery, administration, project, customer service or events background, which could be from a wide variety of sectors, professions or industries. Equally, you might be someone who has undertaken or is considering undertaking teacher training who therefore has a particular interest in supporting the development of teachers.

**Main Responsibilities**

* Support the delivery of a range of teacher development programmes, from programme applications to award, to ensure a high quality of participant experience throughout the programme.
* Support programme participants via email and on the phone, ensuring that queries are answered promptly.
* Draft, check and proof-read communications and event materials.
* Oversee communications in relation to the programme, including regular emails to participants and mentors and ensuring programme queries are responded to in a timely manner.
* Support organisation of face-to-face and online CPD events including booking venues, organising catering and inviting delegates, working closely with the Networks and Events Manager.
* Maintain accurate records, including details of programme participants, mentors and assessors.
* Carry out administrative tasks as required to ensure the smooth running of programme activities.
* Work with marketing colleagues to develop marketing plans and collateral to support recruitment onto the Chartered Teacher Programme.
* Monitor participant engagement in programmes and supporting participants accordingly.
* Arrange and participate in meetings, including the fortnightly office meeting, and other activities as required.
* Attend and participate in CPD learning activities and training to maintain and develop your knowledge and skills.
* Perform other activities as and when required in order to fulfill the purpose and requirements of your role.

**Skills and Experience required**

*Skills/Characteristics*

The role would suit someone with a passion for providing excellent customer experience and support for their colleagues, including:

* Effective organisational skills and attention to detail, able to manage a varied workload.
* Good verbal and written communication skills.
* Good numeracy skills.
* Excellent interpersonal skills.
* Self-motivated, with the ability to adapt to and embrace change.
* Calm and resilient, with ability to work well under pressure.
* Efficient and able to produce high quality work within tight deadlines.
* An interest in education.

*Knowledge, Qualifications and Experience:*

* Educated to at least Level 3, or minimum of 2 years of professional experience.
* Experience of managing relationships with customers or other stakeholders and providing an excellent experience.
* Proficient with IT, including email and Microsoft Office, GSuite or similar.
* Experience of organising training or events (desirable).

*Our organisation is an equal opportunities employer and as such makes every effort to ensure that all potential employees are treated fairly and equally, regardless of their sex, sexual orientation, marital status, race, colour, nationality, ethnic or national origin, religion, age or disability. We welcome applications from candidates with protected characteristics.*

**Application Process**

To apply for the role you will need to upload your CV **and** cover letter at **https://apply.workable.com/chartered-college-of-teaching/j/67D24B2526/**

Applications invited by 12:00 on **Monday, 17th August 2020**

First round interviews: w/c 17th August 2020

Second round interviews: w/c 24th August 2020

These dates may be subject to change.

***We encourage you to apply promptly as we will be reviewing applications as they are received and may complete the process earlier than expected if an excellent candidate is identified at an early stage.***

**Your Personal Data**

As part of any recruitment process, the Chartered College of Teaching collects and processes personal data relating to job applicants. The organisation is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

**Pre-employment checks**

All conditional offers of employment are subject to:

* Two satisfactory references
* Proof of qualifications
* Eligibility to work in the UK

**Queries**

If you have any questions or queries about this role or wish to discuss the position then please contact **Katy Chedzey** at **kchedzey@chartered.college**

**The Chartered College of Teaching’s benefits**

The Chartered College of Teaching offers several core benefits to all employees, in recognition of the dedication of our employees:

* Pension: The Chartered College offers a competitive 8.5% employer contribution to the NEST pension scheme.
* Annual leave: The Chartered College of Teaching offers a generous holiday allowance of 28 days (pro-rated for part-time staff) in addition to the normal bank and public holidays.
* Flexible working: Flexible working may include but is not limited to: working from home, flexible working hours (e.g. hours different to the 9am-5pm standard contract hours), compressed hours and part-time working.
* Travel: The Chartered College of Teaching offers an interest free loan for a season ticket.
* Cycle to work scheme: The Chartered College of Teaching provides a tax efficient way to purchase a bicycle.
* Training and Development: The Chartered College of Teaching encourages all employees to engage in professional development to support development needs.