Dear Candidate,

Thank you for your interest in the role of **Chartered Teacher Candidate Admissions and Support Officer** at the Chartered College of Teaching.

The Chartered College of Teaching is the professional body for the teaching profession and represents more than 45,000 teachers across the country, reaching more than 3 million students.

We are working to celebrate, support and connect teachers to take pride in their profession and provide the best possible education system for teachers and children. We are dedicated to bridging the gap between practice and research and equipping teachers from the second they enter the classroom with the knowledge and confidence to make the best decisions for their pupils.

Through Chartered College of Teaching membership, teachers have access to a wealth of research, resources and insight to enable excellent teaching. By bringing the profession together and giving teachers a platform for their voices to be heard and their expertise to be respected, we can raise the status of teaching together.

The Chartered College of Teaching is seeking to recruit an exceptional **Chartered Teacher Candidate Admissions and Support Officer** to join our growing and dynamic team. Reporting to the Teacher Development Manager, this is a fantastic opportunity to support Candidates on their journey towards becoming Chartered, ensuring a high quality experience. The successful candidate will be experienced in customer service and utilising a wide array of digital systems and software, be comfortable with working in a fast-paced environment supporting a range of administrative processes and activities, alongside demonstrating outstanding communication skills.

For more information about joining the Chartered College, please watch this short [video](https://chartered.college/join-the-team/) from Dame Alison Peacock (CEO).

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.

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.

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: Chartered Teacher Candidate Admissions and Support Officer**

**Location:** Office based (Central London) or home based (If office based, there is some flexibility to work remotely)

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

**Salary:** circa £22,000 per annum

**Contract:** Fixed term until end of May 2022

**Reports to:** Teacher Development Manager

**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. We are an employer committed to safeguarding of children and young people.

**Diversity and Inclusion**

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 We recognise the value that diversity adds to our work and organisation and welcome applications from candidates regardless of their sex, sexual orientation, gender identity, marital status, race, colour, ethnic or national origin, religion, age or disability, and, in particular, we encourage applications from BAMER people that are currently under-represented in our workforce.

**Proud to be a Mindful Employer**

We have made the ongoing commitment to be a certified member of the NHS Mindful Employer Network and are proud to have signed the ‘Charter for Employers Positive about Mental Health’.

The mental health and wellbeing of our staff is a priority for us at the Chartered College, and we take seriously our responsibility to be an indiscriminatory employer. All Chartered College employees have free access to the Mindful Employer Plus Advice Line, which provides access to trained counsellors for support with any matters that people may be struggling with, in any aspect of their work or personal lives. You can learn more about this and what it means to be a part of the charter at [www.mindfulemployer.net](http://www.mindfulemployer.net).



We are a Disability Confident Committed employer.

**About the role**

The culture at the Chartered College is friendly and fast paced – we are constantly challenging, testing and adapting the way we do things. The Chartered Teacher Candidate Admissions and Support Officer is responsible for supporting candidates on their journey towards achieving Chartered Status, ensuring they have an excellent experience. This includes communicating with candidates and programme participants; responding to inquiries via email and phone; and carrying out administrative tasks to support the smooth-running of processes and activities.

**Reasons why this role could be great for you**

* You will support teachers and school leaders as they undertake a series of rigorous assessments and work towards Chartered Status, providing timely communications and responding to queries in a timely manner.
* You will work collaboratively with many of the team across the business, supporting recruitment and ensuring that candidates are supported all the way through from registration to final award, ensuring a high quality candidate experience throughout.
* You will build your skills in delivering programme delivery and certification as you support candidates to achieve Chartered Status.
* You will be helping to grow the first professional membership organisation for the teaching profession and be part of the team driving the organisation forward at this exciting time for the future of the Chartered College of Teaching

**Main Responsibilities**

* Providing first-rate customer service for both existing and potential Chartered Status candidates via email and on the phone, ensuring that queries are answered promptly.
* Oversee communications in relation to our programmes and online courses, including regular emails to and ensuring queries are responded to in a timely manner
* Draft, check and proof-read communications and event materials.
* Tracking and managing candidates’ progress from application to completion, sending out appropriate paperwork and communications at each stage of the process.
* Support the delivery of online events, including sending event invites, setting up registration links and monitoring registration activity.
* Maintain accurate records, including details of candidates and assessment activity; supporting with data collection, entry and reporting
* Providing administrative support to colleagues in order to support the smooth running of Chartered Status programmes, events and activities
* Arrange and participate in meetings, including the weekly 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 fulfil the purpose and requirements of your role.

These responsibilities and tasks are not exhaustive. As a small team, the need for flexibility is essential, enabling continuous improvement.

**About you**

Essential skills

* You will have experience of managing relationships with customers or other stakeholders and providing an excellent experience
* You will be a confident user of technology (email, online meeting tools and Microsoft Office / Gsuite or similar) and able to rapidly learn to use new technology systems
* You are comfortable working in a fast-paced environment and can grasp and retain new information and systems quickly
* You will have good written communication skills and attention to detail
* You will be customer focused, with a commitment to ensuring the best possible experience for candidates on our programmes
* You must be able to work both independently and collaboratively, and be able to manage and prioritise a varied workload.
* You will have an interest in and understanding of the education sector / teaching

Desirable skills

* Experience of administration / office work
* Basic understanding of GDPR
* Experience of working in the education sector.

*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/D485BD8FD7/>

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

We are an employer committed to safeguarding of children and young people.

**Queries**

If you have any questions or queries about this role or wish to discuss the position then please contact **Sam** at[recruitment@chartered.college](mailto:recruitment@chartered.college)

**Additional Information**

To accurately understand if we are truly reaching a diverse audience, we ask if you would kindly complete this form so that we can capture important diversity data. Filling in this form is voluntary; the information in this form is for monitoring purposes only. Please click on this [link](https://docs.google.com/forms/d/e/1FAIpQLSc1ySJzgQLspxOesBKnuENELDUxq8Qcnh_YCPZSRsFKodfLHQ/viewform?usp=pp_url) to complete the anonymous questionnaire.

**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:

* Location: we are currently all mainly working remotely. With COVID restrictions in place in our London office, there is some flexibility to work remotely but you may occasionally need to spend some time in person with the team.
* 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, additional birthday leave (1 day) and winter office closure (3 days).
* 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.
* Employee Assistance Programme through Mindful Employer.
* 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 and regular 1:1 meetings with your line manager reflects our strong commitment to wellbeing and personal development
* Weekly organisational team meetings allow us to work collaboratively and:
  + Reflect on all aspects of the business
  + Present on projects and update the team together
  + Invite external speakers to address specific topics