

Belief

Courage

Growth



SCHOOL SERVICES MANAGER Role

Job Description



“ Education is not the answer to the question. Education is the means to the answer to all questions... ”

- William Allin



Role Overview

- Contract Length: Permanent
- Hours per week: 37.5 hours per week
- Hours of work: 8am-4pm Monday to Friday (flexible as job requires)
- Holiday: 25 days annual leave allowance (excluding bank holidays)
- Reports to: School Services Director
- Start Date: January 2022
- Pay: Starting Salary: £22,000 - £27,000 dependent on experience
Expect future increases in line with company growth and performance
- Location: Think for the Future Centre, Nottingham City
This role will be based at our Head Office in Nottingham City, however due to the nature of the role it is essential that you have access to your own mode of transport in order to attend meetings with schools and partners in other areas.

Overview:
The School Services Manager is an exciting role within the growing School Services team. You will play a huge part in supporting our schools to maximise the impact of their Think for the Future Behaviour & Resilience Mentoring Provision, to impact more young people's lives and help them to engage positively in education. We are looking for a dynamic individual who is interested in developing and investing in customer relationships, has outstanding interpersonal skills, is a team player and is comfortable working in a fast-paced environment.

You will be able to use your creative side by developing innovative ways of keeping in touch with our school customers in ways that capture the hearts and minds of school leaders. You will be responsible for quickly building strong relationships with senior leaders in education (Headteachers, CEOs and other SLT members) and managing a cluster of our school customer accounts. We are looking for someone who wants a career with an organisation that is making a difference.



Think for the Future

BE PART OF SOMETHING EXCITING...



About Us & Our Mission

Think for the Future is a social enterprise that partners with schools nationally to deliver a Behaviour and Resilience Mentoring provision which is proven to have a measurable impact on engagement in learning. Our mission is to empower students with the skills they need to overcome social and emotional barriers in their lives that are stopping them from engaging in school and reaching their full potential.

We work in primary and secondary schools to position TFTF Behaviour & Resilience Mentors and Inclusion Centre Managers who use our TFTF curriculum to build student's social and emotional skills so that they can take control of their behaviour and drastically improve their school engagement. Our TFTF team in schools are brilliant role-models for students who build strong relationships with students who are often facing significant barriers in their lives and motivate them to reach their full potential. We believe in early-intervention with young people before they are excluded from school, giving them the power to turn things around and see the opportunity that school gives them.

"Education is the key to unlocking the world, a passport to freedom"

Working at Think for the Future

Think for the Future is a dynamic and innovative social enterprise that is committed to their schools, young people and the wellbeing of their staff. We've been recognised in the education sector as an organisation with significant potential to create systematic change across our sector and you will be a big part of that journey. Working with us, you'll belong to a close-knit and supportive team who all believe in our mission and who will invest heavily in your personal development, welfare and performance so you are able to have maximum impact and enjoyment in your role. It's a very exciting time to be joining Think for the Future as we grow into new areas, new schools and expand the number of young people we are impacting every day.

School Services Manager

As the School Services Manager, the energy and creativity that you bring to the role will directly increase the amount of young people who we are able to support in schools across the UK. You'll quickly take on responsibility for the account management of a cluster of schools and will work closely with other members of our Leadership Team to have positive impact on our organisation's growth across the education system.

Main Responsibilities of the role:

Customer Relationships

- Fully responsible for the account management of a cluster of schools, reporting directly to the School Services Director and Chief Executive, ensuring your schools remain happy and are receiving an optimum service.
- Using excellent communications skills and interpersonal skills to build positive relationships with Seniors Leaders within our schools. Representing Think for the Future in a professional way, in line with our company values, which builds trust and confidence in our organisation.
- Using your creative skills to develop innovative ways of communicating the added value of our service to our schools through postal, email and media communications.
- Working closely with our School Services Director and Mentor Management team to ensure each school receives regular quality assurance visits. Responsible for identifying priority of need and communicating this with the wider team.
- Supporting our schools through the on-boarding process, providing advice and recommendations in the set up of their provision and monitoring and identifying structural concerns.
- Identifying quickly areas of concern within our school customer relationships and proposing solutions.

Contract Management

- Responsible for the timely invoicing and payment in line with our invoice dates within our contracts, supporting the School Services Director and Chief Executive Officer in managing the cash flow of the organisation.
- Working closely with our Sales and Marketing Team to meet growth targets of the organisation by identifying upsell opportunities within existing contracts both for increasing the level of Behaviour and Resilience Mentoring Provision and our Inclusion Centre Management provision.
- Maintaining high retention rates and supporting the organisation in meeting our target retention and growth by identifying and assessing contract risk early and working directly with the School Services Director to implement actions quickly.

Progression and Development Opportunities

At TFTF, we understand the importance of providing progression and development opportunities. As part of this role you will have significant opportunity to develop your skillset, with access to a staff CPD budget as well as mentoring from other team members and external partner organisations. This is a brilliant opportunity to build your skillset and expertise in customer relationships.

Ideal Candidate Profile

Safeguarding

Think for the Future is committed to safeguarding and promoting the welfare of children and young people and we expect all staff and volunteers to share this commitment. We adopt a rigorous Safer Recruitment Policy which is followed for every appointment. Therefore, successful appointment to this role will be subject to:

- Declaration of any convictions, cautions or reprimands which you have incurred
- An Enhanced DBS Check
- Two Satisfactory References
- Proof of Eligibility to work in the UK

Diversity and Inclusion

At Think for the Future we're committed to creating a culture where everyone, from any background, can do their best work. For this reason we are particularly keen to hear from candidates from a diverse range of backgrounds.

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none">• Outstanding communication skills; the ability to present information in an engaging, concise way and tailor your messaging to a variety of different stakeholders.• Outstanding Interpersonal skills; the ability to build positive relationships and rapport with senior leaders and the TFTF internal team.• Strong written communication with the ability to write in an engaging and compelling style, whilst clearly communicating key information.• Ability to manage change and to adapt to unexpected demands.• Full commitment to the role, our organisations social mission and to helping the company achieve its objectives.• Ability to assess priorities and manage competing deadlines both independently and as a member of a team• Strong IT skills – an ability to use Microsoft Office to a high standard• Own mode of transport (Mileage to be compensated in line with our Mileage Policy)	<ul style="list-style-type: none">• Higher education qualifications• Professional Experience relating to Customer Service• Industry specific knowledge about the Education and School sector

Additional Perks of Working at Think for the Future



Comprehensive Induction Training: We provide a dynamic Induction Training for all new staff, during which we not only introduce you to our provision and the rest of the team but also provide team socials so you get to know your colleagues quickly.

Continued Professional Development: At TFTF, we understand the importance of providing progression and development opportunities. As part of this role you will have significant opportunity to develop your skillset, with access to a staff CPD budget as well as mentoring from other team members and external partner organisations. This is a brilliant opportunity to build your skillset and expertise in customer relationships.



Perkbox: We provide you access to Perkbox, an online platform that provides a wide range of offers discounts and freebies especially for you. From free coffee or sausage rolls to cut price theme park tickets and discounts with popular brands – there’s something for everyone!

Perkbox Medical: We all know how difficult it can be to get an appointment with a GP these days. Through your role at Think for the Future, you're given access to Perkbox Medical, which allows you free access to 24/7 virtual medical consultations whenever you need them.



Health Assured EAP: We know that life can throw us curved balls sometimes and it’s hard to know where to turn. Our partners at Health Assured offer 24/7 confidential support from experienced therapists and advisors for just about any issue you can think of. From family issues, financial information and legal information to childcare support, consumer issues and bereavement counselling. If you have a problem, they’re there to help you solve it.

Positive & Supportive Team Culture: At Think for the Future, we pride ourselves on our positive and supportive team culture. We invest heavily in our staff to ensure that they are able to support the strategic aims of the organisation and, most importantly, are happy whilst doing it!



How to apply:

To apply for this role please send your CV along with a cover letter explaining why you are suited to the role to: susanna.holt@thinkforthefuture.co.uk

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