

Bounce Forward®

**Job Information Pack
School Engagement
and Support**



Bounce Forward is an inclusive employer and encourages applications from the broadest range of candidates.

Thank you for your interest in Bounce Forward



My name is Lucy Bailey. I am delighted to know that you are interested in working with us. Below, you will find information about the charity, our mission and vision, which will, I hope, be useful.

I founded Bounce Forward in 2009, within Hertfordshire County Council and we became an independent charity in 2016. I am proud of everything that has been achieved so far, and I am excited for our growth ahead.

Bounce Forward are developing the next generations of psychologically fit children who will become psychologically fit adults.

There has never been a more important moment to care about the psychological fitness of our children, and the purpose of education.

Lord Richard Layard, an economist and leading expert on well-being research has found that ***"If we wish to predict which children will lead satisfying adult lives, the best indicator is their emotional health at age 16. This is more important than their academic qualifications right up to the age of 25 – and more important than their behaviour in childhood."***

Bounce Forward has worked with Lord Layard's team at the London School of Economics and many others over 13 years, to design and test our programmes. We have implemented them in almost 2,000 schools and they are referenced by HM Treasury, Department for Education and Public Health England, but with more than 19,000 UK schools we have work to do.

Bounce Forward has exceptional foundations. We are ready to grow, but we need help to take us to the next level. which is where this role comes in.

99.8% of the teachers and parents we train strongly agree or agree that our approach is useful personally, is needed by young people, will improve the school or things at home and would recommend us to others.

We are disrupting education to focus on psychological fitness not just grades, can you help?

The Problem

£100 billion is spent each year on mental health problems

The UK ranks in the bottom 4 of 80 countries for children's life satisfaction.

There is a strong correlation link between fear of failure and life satisfaction.

Education has become too weighted towards exams which is stressing children out; meanwhile, teaching professionals are burning out and leaving the profession.

Our vision

To be the resilience experts in the UK and beyond.

We want to take part in reshaping of education, making self-efficacy and a psychological fitness a key measure of a successful education.

The new system would include:

- mental resilience and emotional intelligence included as part of teacher training so that new teachers are better equipped psychologically to both role model and teach resilience; mental resilience and emotional intelligence are taught as part of the core curriculum to equip the next generation with the attributes needed for success in the 21st century - able to live and connect with others in a way that is in the best interest of humanity;
- schools' main purpose is to prepare, teach and equip children so they can overcome setbacks, make the most of opportunities and thrive in life; and a
- new narrative: moving 'mental health crisis' to one of empowerment, agency and hope.



Job Description

School Engagement and Support

Reporting to: Project Development Manager

Purpose

This is an essential role to support, sustain and respond to the schools and partners we work with. The main purpose of this role is to be the first point of contact and deal with enquiries, helping direct and close sales. You will also identify and generate opportunities to meet delivery targets that achieve business growth. The role requires someone with a positive attitude, able to take the initiative, manage time and work effectively and an ability and willingness to learn very quickly on the job.

There are particular focus areas that a successful candidate will deliver:

- Support and respond to schools and education institutions we work with. Communicate with key contacts to build and sustain our work with them. You will guide them through our training and offers to help close sales.
- Build local intelligence to inform our communications. Support those who have trained with us with timely and efficient information.
- Answer the telephone and responding to queries and questions.
- Deal with and develop internal and external communications.
- Work with and develop effective systems for managing all customer relations.

The successful candidate will be key in delivering high standards and effective customer support and internal and external communications.

You will help to design and develop effective ways of working to streamline operations.

You will be able to demonstrate the ability to work as an integrated member of the team. You will be proactive and highly organised, able to manage competing priorities. Most importantly, you will enjoy closing sales and all forms of internal and external communication and relations.

Main Responsibilities

- Deal effectively and promptly with all enquiries and be the central point of contact for the charity.
- Help our customers to build their understanding of our programmes and training and how they meet the challenges they face.
- Responsible for aspects of training coordination, course logistics, planning, preparation, communication, evaluation and keeping accurate records and correspondence.
- Respond to enquiries that can lead to sales and business opportunities, and settings up meetings and briefings as appropriate.
- Identify new leads and build intelligence on how best to target customers and suggest personalised communications that will see results and meet our growth targets.
- Support communications and marketing campaigns, online promotion, and opportunities to generate sales and raise our profile.
- Draft and prepare content to effectively represent our programmes, activities and campaigns whilst ensuring it is relevant and engaging to our diverse target audience segments.
- Research and build relationships with key players including top tier and trade press. Establishing contacts with the media world, pitching, and raising press coverage.
- Stay abreast, and manage our social media activity.
- Create and maintain central processes to ensure smooth operations. Provide project support.
- Keep abreast of the changes, directives and news relevant to schools to ensure our approach is relevant and ahead of the curve.
- Undertake any additional duties within competence as required (meaning to 'pitch in' when needed).

Person Specification

- Effective and confident communicator with a professional, friendly and efficient approach.
- Able to negotiate effectively to connect our products with the needs of schools.
- Able to work effectively, creatively and with commitment to meet targets to deliver the required business revenues.
- Have effective listening skills and ability to respond to what's heard.
- Able to adapt tone of message effectively to communicate with different audiences.
- Excellent project management and organisational skills.
- Have a positive attitude.
- Passion, experience and interest in front facing and back end functions as a core component of successful operations.

Experience

- Evidence of effective communication and negotiation experience connected to sales and/or delivery targets.
- Working experience or knowledge of social media platforms.
- Working experience of keeping accurate records for reporting progress and working effectively.
- Working experience of using the full range of administrative tools both manual and electronic.
- Demonstrate self motivation, tenacious on achieving deadlines, professional and approachable.

Skills and abilities

- Able to adapt, take the initiative and work independently and as part of a team.
- Confident in dealing with people of varying levels of seniority.
- Sophisticated communication skills, verbal and written.
- Creative, entrepreneurial energy. Persistent in the face of obstacles and setbacks and optimistic for the future.
- Excellent written and oral communication skills.

Personal and other requirements

- Commitment to our vision, mission and values: passionate, engaging, practical, pioneering, honest, realistic, and willing to pitch in as required.
- Commitment to continued learning and development.
- Commitment to health and safety, data protection, equality and diversity and safeguarding compliance and best practice.
- Right to work in the UK at the time of application.
- Willing to take a Disclosure and Barring Service check.

Main terms of employment

Salary: £19,000 - £24,000 DoE

Tenure: Fixed term contract for 12 months

Location: Home based (in the UK) prepared/able to travel regularly as required

Holidays: 20 days paid holiday + bank holidays

The holiday year runs from October to September

Pension: NEST Pension Scheme

Hours: 37.5 hours per week, flexible working

How to apply

1. Please submit a CV and supporting letter to explain why you have applied for the role, your experience to meet the requirements, and any initial vision you have for the role to recruitment@bounceforward.com
 - a. **Please note** you will not be considered for shortlisting if your letter is generic and does not include the information at point 1.
2. In the first instance you will be invited to an informal conversation with our Project Development Manager, Elisha Hamilton.
3. If you are invited to formal interview, you will need to bring an original document to prove your right to work in the UK and evidence of your qualifications.