



School Partnerships Manager

Applications close: 5pm on 6th March 2020

Interview dates: w/c 9th March 2020

Start date: Negotiable, or 1st April 2020

Location: London

Hours: 9:00am - 5:30pm Monday - Friday with some evening work taken back in lieu

Salary: £26,000 - £32,000 p/a plus mileage allowance

Contract Type: Full time, flexible and remote working possible (for the right candidate). Must be able to reach East London schools within one hour during working day.

How to apply: Please email info@school-space.org with a cover letter and CV.

Applications without a cover letter will not be accepted.

About us

School Space works with schools to rent out their facilities to the community. The income generated is used by the schools to improve the educational experience and facilities for their students, in addition to building stronger connections with the surrounding community. Having recently raised significant investment we are entering a period of rapid growth which will see us head towards our goal of giving £7m in income back to our schools by 2020.

Our culture

We strongly believe that our people are at the heart of our success. From weekly update videos from the founders, to regular training days, daily stand-ups, socials and unexpected 'magic moments'. Our core values are Transparency, Positivity, Initiative, Community, Drive/Passion and Learning. We are driven to improve and develop every team member at School Space and actively encourage all team members to proactively contribute to our culture.

Our impact

In the last 12 months, we've generated over half a million pounds for our partner schools. That equates to 200,000+ free school meals, 40 additional teaching assistants, 85,000 footballs but importantly, a brighter future for those schools.

Our story

In 2010, our founders, James and Jemma, became part of Wheatley Park School's Head Boy and Girl Team. In their final year, the school was put into 'special measures' by Ofsted. It became the pair's mission to show that their





school was about more than this 'failing', and they struck on the idea of renting out Wheatley Park's facilities to generate income and open their doors to the local community.

School Partnership Manager

Why does this job exist?

Our London operation covers 35 schools (and growing), 70+ Community Connectors (the amazing people who open and close our schools) and thousands of events annually. The School Partnership Manager manages the relationship between School Space and our schools, allowing us to fulfil our mission of generating them income and connecting them with their community.

What kinds of things will you be accountable for?

Account Management

- Work closely with each of your School Accounts to ensure that they are achieving success from the School Space/School Partnership
- Develop relationships within each of our Partner Schools to communicate our successes, ensuring the whole School staff are 'on side' and understand the benefits of lettings
- Take responsibility for resigning contracts and School Partnership Agreements
- Conduct school performance reviews/meetings, and undertake actions as appropriate

Financials and Reporting

- Provide regular reports of expected results, variances and comparisons to be fed back to management team - including but not limited to financials
- Understand how your schools fit into our income targets and help remove obstacles to our Business Development team generating them more income

Business Development

- Driving high level community relationships around each school zone - including relationship building with community leaders
- Constantly look for new schools who might want to partner with us
- Focus on developing processes to improve account management wherever you see an opportunity to do so

Operations

- Gather and maintain information on each school site so that our customers and internal team have the tools to run bookings successfully
- Communicate with your School Accounts and our customer operations team to remove logistical barriers to successful bookings and gather any necessary information.



How will you know it's going brilliantly?

- You are achieving a high satisfaction score with all of your School accounts (measured monthly)
- The users of our venues are scoring our service/schools over 8 on our feedback reports and any issues are tackled head on with swift resolution and constant customer communication
- School revenues are on the up and schools understand how to maximise their income
- Contracts get re-signed at renewal point

What will help you succeed in this role?

- Confidence to account manage, ask the right questions, and have difficult conversations with a range of personalities: all in the pursuit of providing great 'service' to our schools
- An ability to quickly problem solve and proactively address any worries and concerns from your School accounts
- Great communication skills and ability to manage (and empathise with) different personalities and identify their motivations
- Attention to detail, handling all day-to-day tasks with diligence and pride
- A passion for helping Schools/education sector
- Confidence to cope with the fast-paced, and changing nature of a growing company
- Experience working remotely, individually, and as part of a team
- An ability to see the positives of working in an evolving business with new systems and process being brought in on a regular basis

Why should you work for us?

If the above wasn't enough(!), School Space is a family that cares about its impact. We sleep well at night knowing that we are contributing to a growing company, as well as providing schools with opportunities to increase their budgets and do good for their community.

Aside from this, being a small team, the exposure to all elements of business equips our team with the ability to turn their hand to many future endeavours!

We are an equal opportunity employer and value diversity at our company. We do not discriminate on the basis of race, religion, colour, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.