



Do you want to have an impact on the lives of young people in the UK?

Could you persuade people to volunteer an hour of their time each year to talk to young people in schools/colleges about their job, and work with schools and colleges to place them as part of the successful Inspiring the Future (ITF) programme?

Full-Time - Relationship & Programme Manager

(3 days per week at Bank of America Merrill Lynch (nr. St Paul's tube) and 2 days per week at Education & Employers Taskforce (Holborn))

- Duration: 12 months fixed term contract £25 - 30k per annum depending on experience

Bank of America Merrill Lynch are a key supporter of Inspiring the Future. What is needed is an experienced account manager who can make direct contact with the 1,000 Bank of America Merrill Lynch (BofA Merrill) volunteers already signed up to Inspiring the Future from their offices in London, Bromley, Camberley, and Chester, and as part of the ITF schools team, help engage them with schools and colleges to talk to young people. This would also include organising careers events at Bank of America Merrill Lynch, and within schools and colleges close to where the volunteers have indicated they are available. In addition, the role would involve encouraging more (BofA Merrill) staff to sign-up, linking this in with various campaigns including Inspiring Women which aims to get 15,000 inspirational women signed up to Inspiring the Future.

Inspiring the Future

The charity, Education and Employers Taskforce (EET) was established in 2009 and is led by senior representatives of the employer/workforce communities in partnership with leading representative bodies from the world of education. Inspiring the Future was launched in July 2012 with the aim **to get employees to volunteer to spend at least an hour per year visiting a school or college and talk to young people about their job, and the routes they took to get there** - typically by attending a careers fair, or giving an informal careers insight talk with other volunteers. To date there has been very strong demand from schools and colleges - over 6,000 teachers from over 3,600 schools/colleges have already signed up. Employer interest is also strong and registrations are progressing well, with nearly 16,000 volunteers from Apprentices to CEOs.





Bank of America Merrill Lynch

Bank of America Merrill Lynch are a key funder of Inspiring the Future through their dedicated corporate social responsibility work which includes:

Developing solutions for social and economic challenges is at the core of Bank of America Merrill Lynch's responsibility platform. In more than 90 countries around the world, we partner with employees, clients and stakeholders to help make financial lives better. The firm focuses on responsible business practices, environmental sustainability, advancing opportunity in local communities through education and employability programmes and investing in global leadership development. We realise the power of our people and value our differences, recognising that our diversity makes us a stronger firm and allows us to better service our stakeholders. By harnessing our intellectual resources, sharing knowledge and connecting capital with need, we are providing opportunities that effect positive change. Learn more at www.bankofamerica.com/about

Job overview:

The role will include communication at all levels, including extensive telephone work, one-to-one presentations and speaking to larger groups both within Bank of America Merrill Lynch and to teachers/schools signed up to Inspiring the Future. The successful person will need to be a strong and persuasive speaker, able to work effectively with senior staff as well as with more junior staff. The job is a fantastic opportunity to have an immediate and measurable impact on an initiative with national profile that makes a real difference to the lives of young people.

The ideal candidate will be someone able to absorb key information quickly, work well within a small team in both a large corporate and a small charity environment, and contribute to the strategic vision and practical insight of marketing and PR strategies. There is every prospect of *Inspiring the Future* becoming one of the innovation success stories of British education, and this an excellent opportunity to become associated with that success.



- Job Title:** Relationship and Programme Manager
- Reports to:** Schools Liaison Manager/Inspiring Women Engagement Manager (ITF) and (BofA Merrill) EMEA Community Engagement & Community Volunteers Manager
- Location:** 2nd Floor, 246 High Holborn, London WC1V 1DB/King Edward Hall, Bank of America Merrill Lynch Financial Centre, 2 King Edward Street, London, EC1A 1HQ (nr St Paul's tube station)
- Purpose:** The aim of the job is to promote national employee volunteering initiative *Inspiring the Future* to Bank of America Merrill Lynch staff, and engage them within relevant schools and colleges
- Remuneration:** £25k - 30k per annum depending on experience (includes London Allowance)
- Additional Terms:** 30 days paid holiday, exclusive of Statutory Holidays
- Appointment Terms:** Full Time fixed term appointment of 12 months duration, with a 3 month probationary period

Job description

Key Accountabilities:

Day to Day Management of the *Inspiring the Future* Programme at Bank of America Merrill Lynch

- Manage and successfully deliver high value corporate partnership of the (ITF) programme in partnership with Bank of America Merrill Lynch (BofA Merrill). The post holder will be an employee of Education & Employers Taskforce, but with a minimum of 3 days on-site account management at Bank of America Merrill Lynch volunteers
- Lead on the on-site delivery and implementation of the volunteering elements of the partnership through direct liaison with schools/colleges as part of the (ITF) schools team, as well as with staff in UK offices, using high levels of face to face liaison with employees at all levels to foster collaboration across the business
- Work as part of the Inspiring the Future schools team, with schools/colleges themselves, and the BofA Merrill , EMEA Community Engagement Manager for Volunteering, to develop volunteering opportunities within schools/colleges, and implement full scale (ITF) programme roll out to engage as many employees in the programme and engagement in schools/colleges. This includes encouraging volunteers to review on-line volunteer profiles, making

recommendations to staff, liaising with schools/colleges for opportunities, recruiting sufficient volunteers for the events (working with Internal Comms), and where necessary creating resources/materials to oversee the smooth running of events including school/college visits, monitoring of volunteer and school feedback, and attending review meetings with school/college representatives

- Utilise (BofA Merrill) Community Volunteer champions' network to enhance engagement and Line of Business participation
- Ensure all (BofA Merrill) volunteers have DBS checks where necessary. Ensure that the DBS checks and Business Volunteers' database is accurate and current and that data is input when necessary
- Maintain a personal profile and professional conduct in keeping with both (BofA Merrill) culture and business practices, and (EET) in representing the charity appropriately at all times
- Manage databases for (ITF) volunteer opportunities and volunteer statistics and report to (BofA Merrill) lines of business, regionally and globally as required
- Deal with day to day, ad hoc queries and be a point person for (ITF) enquiries from staff
- Responsible for keeping the database up to date with (ITF) volunteer opportunities
- Maintain a strategic approach to stakeholder engagement, keeping appropriate records through the Inspiring the Future salesforce CRM, and ensuring effective relationship management in line with (ITF) teams internal processes

Other

- As appropriate given other time constraints, working with senior colleagues to review marketing approaches and materials aimed at employees
- Identify and participate in an agreed volunteering activity in the field of education to gain a better knowledge of education for 5 days in the year

Person Specification

Skills/ Knowledge/ Expertise

Essential

- 2 - 3+ years' experience both over the phone and face-to-face in influencing external stakeholders/customers to change behaviour (this might be in a sales and marketing environment)
- Good level of education, demonstrating capability in producing written content to a high quality

- An articulate and confident communicator who is influential, and effective in presenting to a range of different stakeholders, including at senior level
- He/she should possess excellent interpersonal, planning, negotiating, time management, administrative and organisational skills, and be able to identify priorities and understand own and others' daily work schedules to ensure routine priorities are handled effectively to agreed timescales, deadlines and budgets
- The Relationship and Project Manager should have experience of managing multi-stakeholder relationships and programme management
- Proactive, with a 'can do' attitude, and the ability to seize opportunities that are presented
- The jobholder should be self-sufficient and have good working knowledge of Word, Excel, Access and Power point, and experience of using databases. They should have some ideas about how data can be captured and presented
- Enthusiastic about corporate community involvement/corporate social responsibility within an education setting, and the ability to motivate and enthuse others
- He/she should have excellent customer care skills, some 'sales' experience as they will be promoting volunteer opportunities to both (BofA Merrill volunteers and school teachers)
- Work enthusiastically as part of a small dynamic team, sharing knowledge and experience with colleagues
- Have excellent interpersonal written and verbal communication skills –The post will require production of internal and external communications and correspondence to a high standard. The jobholder should also be confident at giving presentations
- Attention to detail and accuracy
- Ability to travel within the UK and occasional overnight stays

Desirable

- The jobholder should be familiar with education and have knowledge of business (ideally the banking industry), and experience of volunteer management. Have experience of organising and developing employee volunteering programmes and/or of managing and motivating volunteer activity, particularly schools-based volunteering
- A successful track record in planning effective campaigns to influence the behaviour of external stakeholders/customers
- Knowledge and first-hand experience of Salesforce as a customer relationship tool
- Specialist knowledge of the education and employment sectors and the policy environment and delivery models which underpin relationships

- An understanding of the women's diversity landscape within the UK working landscape

Personal Attributes

- A "doer" - ability to anticipate requirements and act to provide workable solutions
- Creative and solutions orientated, perceiving processes as the means rather than the end and as an aid to effective delivery
- Influencer - demonstrates personal 'presence' and gains the confidence of others through temperament, capability and calibre
- Demonstrates sensitivity and possesses the ability to manage effectively the organisational tensions that necessarily co-exist between stakeholders and partnerships
- Team Player: working collaboratively and flexibly to achieve outcomes

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To express interest in the post, please email a covering letter with a copy of your CV to:
jobs@educationandemployers.org by Sunday 12th October 2014/Interviews likely to take place on
Tuesday 21st October 2014