

## **JOB VACANCY**

**SCHOOLS ADVISOR (RECOVERY PERIOD)**

**0.6 PART TIME\***

**£35,000 pro rata**

**Temporary until 30<sup>th</sup> June 2021**

**Application by CV and covering letter by deadline of 5pm on Friday 5<sup>th</sup> February 2021**

\*we are open to considering applications for proportion of this contract (1, 2 or the full 3 days pw)

## **JOB DESCRIPTION**

### **Contextual Information**

Emotion Works was set up as a Social Enterprise (Community Interest Company) in 2013 by the Founder/Director, Claire Murray. The organisation expanded in 2019 with the employment of six Trainer Consultants to help deliver training and support schools to use the programme and resources. With the impact of COVID-19, especially on the demand for face to face training and in-school support, the organisation has had to restructure to meet business needs and ensure customer requirements are met in an optimal way.

The Emotion Works Recovery Programme was developed between April-July 2020 and has since been supporting hundreds of schools deliver Emotion Works thanks to online Training modules and a step-by-step 10 'week' teaching programme of ideas and activities with downloadable resources.

While we await the outcome of Covid when we may again have the opportunity to employ face-to-face Trainers and in-school consultants, our current solution to training delivery is online with pre-recorded videos, slideshows and written guidance, with extra roll-out support and resource proposals being provided remotely by our practice support team. We anticipate that remote support will be an ongoing feature of the Emotion Works service for the foreseeable future so we are looking to expand our team of School Advisors to help with the enhanced service provision we are committed to providing online until the end of this school session.

The Schools Advisor role is varied and requires an in-depth understanding of the Emotion Works products and services and how they are applied in practice. The ability to multitask, work remotely and be self-motivated are also essential.

Strong empathetic and interpersonal skills and an awareness of customer needs and requirements in relation to Emotion Works offerings are essential as the Schools Advisor will be required to establish and maintain excellent relationships with potential and existing customers. The Schools Advisor also needs to maintain good working relationships with other colleagues in EW and work collaboratively to enhance Emotion Works' reputation and success.

[Emotion Works CIC office@emotionworks.org.uk](mailto:office@emotionworks.org.uk) 0131 669 1122  
[www.emotionworks.org.uk](http://www.emotionworks.org.uk) [www.emotionworks-recovery.org.uk](http://www.emotionworks-recovery.org.uk)

## **Job Purpose**

The Schools Advisor is responsible for providing expert advice, follow through with customers and building excellent customer relationships to ensure customer retention, satisfaction, and expansion of the Emotion Works customer base in order to contribute to the continued success of Emotion Works as both a business and educational programme.

## **Principal Accountabilities**

- Prepare resource proposals for schools buying Emotion Works packages utilising expert knowledge of Emotion Works products and their application, and follow through with start-up support.
- Engage with customers via calls/emails or online meetings to ensure they are satisfied with purchased products and services, offer EW practitioner expertise and through relationship management identify further sales needs.
- Work with the Director and Emotion Works team on social media campaigns and website communications that create an awareness of Emotion Works products, services and developments to ensure the enhanced reputation of the brand.
- Work with the Director and Practice Support team to plan campaigns and manage social media and website communications that are aimed at supporting practitioners and schools within the EW community.
- Explore, develop and participate in facilitating remote networking opportunities within the EW community.
- Obtain customer feedback to enhance product and service development and assist in resolving any practice related problems or issues.
- Assist Director by supporting the roll out of the Recovery Programme 2021, and any new products or services in line with customer expectations and requirements.

## **Knowledge / Skills & Experience**

- An educational background and Emotion Works practitioner experience / accreditation
- Social Media knowledge/experience and ability to generate interesting and creative content
- An interest in customer management and sales generation through telephone/email and face-to-face contact/ presentations
- Knowledge of Microsoft Office suites (Word, PowerPoint, Excel) and strong IT skills
- Ability to prioritise tasks and work under pressure
- Excellent interpersonal, oral and written skills
- A problem-solving approach
- Negotiation and relationship building skills
- Excellent attention to detail

## Suggested Behavioural Competencies

- **Drive for Results** – puts energy into achieving results and takes action to exceed goals and expectations. This includes being courageous in striving for continuous improvement and taking calculated risks to pursue opportunities to deliver results more effectively and efficiently.
- **Working with Others** – the willingness and the ability to work positively and proactively with colleagues and others by creating open and honest working relationships in order to achieve the best possible outcomes.
- **Community Focus** – a sense of community and an ability to work in consultation with and collaboratively towards shared goals with all those interested and involved in Emotion Works activities
- **Commercial Focus** – the ability to use sound business practices and commercial principles in all areas of responsibility. By taking a commercially focused approach we can ensure the best possible outcomes are achieved for Emotion Works, in order to maximise income.
- **Impact and Influence** – the ability to convince, persuade or influence others towards a point of view. It is about working collaboratively to gain commitment to a course of action, idea or vision.

## Terms & Conditions

- Largely based from home, but with some possible travel (covid dependent) to attend Emotion Works team meetings, school meetings & educational events.
- The post will be temporary (up to 0.6 FTE) for 20 weeks starting in February 2021
- We can accommodate flexible working as part of an arrangement mutually agreed. We would expect that the working agreement would include an online team meeting slot once per week.
- The salary will be paid monthly in arrears and will be £35,000pa on a pro-rata basis for the part time hours.
- Holidays can be accommodated within a flexible working agreement

## Applications

- To apply, please email your CV with a covering letter to [claire.murray@emotionworks.org.uk](mailto:claire.murray@emotionworks.org.uk) in .word or PDF format.
- Your covering letter should be no more than one side of A4 explaining the reasons for your interest in the post and how you meet the specification. Please also provide information on the proportion of time you are interested in working up to 0.6FTE (3 days per week).
- Your application should reach us no later than 5pm on Friday 5<sup>th</sup> February 2021.
- If you need any more information please don't hesitate to get in touch.
- We look forward to receiving your application.