

JOB DESCRIPTION			
JOB TITLE	Head of Stakeholder Experience	SALARY	SO7 – Full time and permanent
RESPONSIBLE TO	Executive Director of School Improvement	LOCATION	Hybrid working, with Central Team Office UTC Reading as a base
DIRECT REPORTS	To be determined	TEAM	Central Team
LAST REVIEWED	Date: April 2024	Signatures (employee and line manager)	
JOB PURPOSE			
<p><i>To lead and inspire the ALET community within a culture of continuous improvement and one that promotes excellence, equality, and high expectations for all. You will work with leaders across the Trust to Transforming Lives Through Learning.</i></p> <p><i>ALET has three main strategic pillars in its Strategic Plan from 2020 – 2025; the scope of work falls under stakeholder engagement and becoming the Trust of choice for all stakeholder groups.</i></p> <p><i>In this role, the post holder will have responsibility for the development and oversight of a comprehensive Trust-wide approach to stakeholder experience that includes real-time capture of feedback. Thus, enabling leaders to be aware of good practice, to share, and developing themes in one or more schools, to support action.</i></p> <p><i>Depending on the needs of the Trust the role will prioritise stakeholder groups for intense focus. In 2024/2025, this will include working closely with the Executive Director of School Improvement who has accountability for employer engagement, to ensure the Digital Futures Partnership goes from strength to strength, bringing about wide recognition for our unique approach to employer engagement.</i></p> <p><i>Identified areas of work</i></p> <ul style="list-style-type: none"> • Developing and implementing a Trust wide experience strategy to ensure we are the Trust of choice for: <ul style="list-style-type: none"> ○ Pupils/Students ○ Parents ○ Staff ○ Employers and Local and national employer representative groups 			

- Local and national government

You are expected to uphold and demonstrate the Seven Principles of Public Life at all times. Known as the Nolan principles, these form the basis of the ethical standards expected of public office holders:

- Selflessness
- Integrity
- Objectivity
- Accountability
- Openness
- Honesty
- Leadership

You will uphold public trust in leadership and maintain high standards of ethics and behaviour. Both within and outside school, you will:

- build relationships rooted in mutual respect, and at all times observe proper boundaries appropriate to their professional position
- show tolerance and respect for the rights of others, recognising differences and respecting cultural diversity within contemporary Britain
- uphold fundamental British values, including democracy, the rule of law, individual liberty and mutual respect, and tolerance of those with different faiths and beliefs
- ensure that personal beliefs are not expressed in ways which exploit their position, pupils' vulnerability or might lead pupils to break the law

MAIN DUTIES AND RESPONSIBILITIES

Development and deliver against the priorities of a Trust Wide Stakeholder Engagement Strategy.

- Understand what most research and development is saying about how to engage a variety of stakeholders in education.
- Seeking good practice across of sector and pulling from others as relevant
- Develop and implement a long term strategic plan (looking forward to our new plan 2025-2030), whilst taking opportunities to do some activities now, to influence the remainder of the current strategic plan.
- Involvement in leadership team meetings to gain support for plans that will be presented to the Trust Board.
- Influence and inform leaders across the Trust to have a positive impact across our wider stakeholders.

For Pupils/students:

- Working with leaders to identify and develop the most appropriate methods to gather pupil/student feedback, both real time (on the spot) and longitudinal (for wider comparisons).
- How do we ensure pupils feel safe and valued
- That pupils will talk positively about the school.

For parents:

- Gathering information from parents through planned formal surveys, making the most of face-to-face opportunities, parent forums, governor representation
- How do we ensure parents feel involved and engaged
- That parents speak positively about the school/Trust in their communities.

For Staff:

- Support/training for gaining stakeholder feedback, especially at face-to-face events and being able to spot adhoc opportunities to gather feedback and support
- Supporting delivery of key messages for all stakeholders
- Providing the data needed to show areas where we see good practice and improvement areas.
- Gathering staff feedback, both formally and informally to ensure we are the trust of choice for employees.

For employers:

- Working closely with the employer engagement team to ensure we know what our employers are looking for, and that it aligns with our vision; specifically with our Digital Futures partners.
- Gathering feedback from our employers.
- Supporting the EDSIP to set up an employer advisory group that will link into the Board of Trustees.
- Ensuring we are represented at employer events, as required and for our joint benefit.
- Ensuring we are heard in education and our employers sector news/events.
- Ensuring our staff understand key messaging.

For local and national government:

- Ensuring our messaging is robust and on government message.
- We connect with the right people at the right level and leverage our supporters for wider influence.

TRUST/ EMPLOYEE RESPONSIBILITIES

- to always work and act in accordance with the Trust's Vision, Values and Strategic Plan
- to demonstrate professional behaviours and Attributes
- to be responsible for ensuring that the activities under your control are conducted in accordance with the safeguarding and health and safety requirements of Activate Learning Education Trust's policies and procedures.
- to safeguard the welfare of children, young persons and other vulnerable people for whom you come into contact with, ensuring a learning environment where students feel safe and supported, and British values are celebrated.
- to be accountable for own safety and that of colleagues/ visitors to the workplace
- to work in a flexible manner and be willing to undertake other duties as reasonably requested

Requirements	Essential	Desirable
Qualifications		
A degree in marketing, or business-related degree	X	
Further marketing qualifications		X
Evidence of continuing professional development related to Leadership Development.	X	
Experience		
A track record of leading strong marketing teams	X	
Worked across more than one sector, in marketing		X

An understanding of the current and emerging educational landscape	X	
Working with senior teams and Boards	X	
Knowledge, skills and abilities		
Strong communication and interpersonal skills.	X	
Proficiency in data analysis and reporting.	X	
Ability to collaborate effectively with school leaders and external stakeholders.		
A commitment to undertake and use evidence-based research to promote the continuous growth and development of our learning community	X	
Innovative thinking and a passion for improving educational experiences within a MAT context.	X	
Establish successful relationships at all levels and have good communication skills both verbal and written	X	
To be aware of Child Protection policy/procedures.	X	
Awareness/commitment to Equality and Diversity.	X	
To be able to manage change in a supportive environment.	X	
Strong ICT skills	X	



ATTRIBUTES



PROFESSIONAL

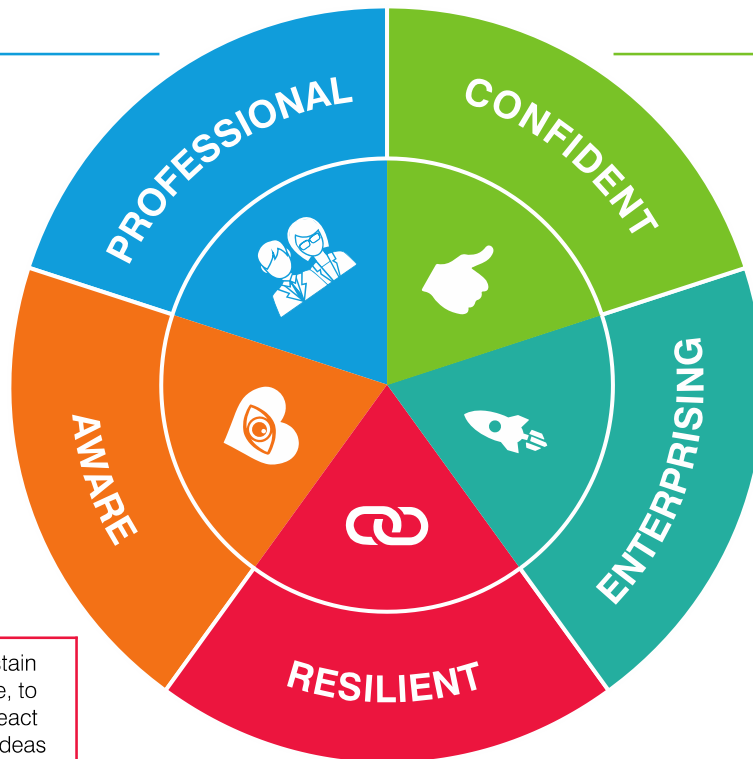
Employees work together collaboratively, building positive relationships to achieve great results, whilst communicating confidently and sensitively using appropriate technology, and always acting as an ambassador for their Department, Faculty, Team and the wider Activate Learning Group.

AWARE

Employees recognise and understand emotions in themselves and others and are able to use this awareness to manage and adjust their behaviour and relationships.

RESILIENT

Employees have the ability to sustain their energy levels under pressure, to cope and adjust to change and react positively and proactively to new ideas and ways of doing things, viewing change as a positive opportunity.



CONFIDENT

Employees are positive in their approach, understand the needs and aspirations of their learners, colleagues and customers and feel assured within the principles of the Learning Philosophy to motivate and influence themselves to succeed, articulating how their contribution makes a difference.

ENTERPRISING

Employees approach problems and challenges positively, demonstrating a desire to deliver new ideas and offer fresh insights, whilst continuously learning and improving to make a positive contribution to their Department, Faculty, Team and the business as a whole.

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This job description is written at a specific time and is subject to change as the demands of the organisation and the role develops. The role requires flexibility and adaptability and the employees of the Trust need to be aware that they may be asked to perform tasks and be given responsibilities not detailed on this job description.

Diversity Statement

Activate Learning Education Trust recognises and values the enriching contribution which people from a range of backgrounds and experiences can bring to the life and development of the Trust. We therefore aim to provide an education service which, in its teaching, administration and support services, actively promotes equality of opportunity and freedom from discrimination on grounds of age, cultural background, disability, ethnicity, gender, religion or sexual orientation.

Health and Safety Statement

All employees have a responsibility to promote and maintain a safe and healthy working environment, by taking reasonable care of their own health and safety at work and the well-being of colleagues and students. Line managers have specific responsibility for the health and safety of the team for which they have general management responsibility.

Safeguarding Statement

Activate Learning Education Trust is committed to the safeguarding and welfare of young people and expects all employees and volunteers to share this commitment. The successful candidate will be required to undergo an Enhanced Disclosure from the Disclosure and Barring Service (DBS). Employment will be conditional upon receipt of at least two acceptable references (1 from current/latest employer) and evidence of the formal qualifications required for the role. These checks are not an exhaustive list and some checks may be done in retrospect in line with legislation.