

Job Description – Digital Experience Coordinator

Job Title	Digital Experience Coordinator
Line Manager	Technology Director
Salary	£23,994 (pro rata for fixed term contracts) (plus £2000 London weighting if relevant)
Contract	Fixed term contract until end March 2021 (possibility to extend)
Hours	37.5 hours per week Monday to Friday, flexible working with 10am – 4pm core hours, Occasional evenings and weekends required.
Based	London, Cardiff, Birmingham, Leeds (currently remote working until office reopens)
Benefits	36 days' holiday per year (inclusive of bank holidays) increasing by 1 day per year up to a maximum of 41 days, employer contribution to pension, interest-free season ticket loan, professional development day allowance + budget, health cover cash plan
Start Date	December 2020 (flexible)

The Organisation

The Brilliant Club is an award-winning charity that exists to increase the number of pupils from underrepresented backgrounds progressing to highly-selective universities. We do this by mobilising the PhD community to share its expertise with state schools. We recruit, train and place PhD researchers to work with state schools: either part-time as tutors through The Scholars Programme or full-time as classroom teachers through Researchers in Schools (RIS). In 2018/19, The Brilliant Club worked with over 700 state schools and 13,000 pupils across the UK.

The Opportunity

We are recruiting a Digital Experience Coordinator to join our Technology team. The Brilliant Club has a commitment to delivering consistent outcomes for our pupils, as outlined in our strategy. The role requires a digital savvy, pro-active and well-organised individual. The role exists to give excellent support to our partners and teams, with a view to turning the feedback into improvements that can enhance the usability of our platforms.

The successful candidate will have experience in a customer facing role and a good knowledge of common office platforms e.g. Office 365. Experience working in an education/academic setting would be advantageous, as would knowledge of Salesforce CRM. The role requires excellent people skills as the successful candidate will provide frontline remote support to our busy staff members and partners. They will have a positive approach, be comfortable with a range of duties that vary from day-to-day, and be committed to improving our platforms with the insights gained.

Working within the Technology team, they will also handle a significant amount of sensitive data and will help to ensure that appropriate protocols are being followed.

It's an exciting time to join The Brilliant Club team as we increasingly identify new ways technology can be used to support the charity to deliver impactful programmes.

The Brilliant Club exists to increase the number of pupils from underrepresented backgrounds progressing to highly selective universities. We think it is important that our charity reflects the lived experience of our beneficiaries, and we want to be an organisation where employees from any background can thrive. We particularly welcome applications from disabled, Black, Asian and Minority Ethnic (BAME), Lesbian, Gay, Bi, Trans including non-binary (LGBTQ+) candidates, and candidates from low income families. These groups are currently underrepresented at The Brilliant Club and we are committed to increasing representation and diversity at the charity.



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To Apply	Please click here to fill out our Equality and Diversity Monitoring Form and here to submit your application. Please note that we will not consider applications that do not refer to this post.
Deadline	Monday 30 th November 2020 9.00am
Interviews	Friday 4 th December 2020
Further Details	Please visit www.thebrilliantclub.org or call Chloe Hayes on 020 3005 3341

Person Specification

- Essential – 12 months experience working in a customer facing/support role OR two years' experience working in a professional environment.
- Desirable – Work experience in the education/charity sector.

Role Specific Knowledge and Skills

- Essential - Excellent written and verbal communication skills.
- Essential - High level of attention to detail.
- Essential – Experience working with Office 365 applications.
- Essential – Able to troubleshoot issues and use own initiative to solve problems.
- Essential – Confident working with internal and external teams to get to a solution.
- Essential - Ability to deal with sensitive issues and to demonstrate strict confidentiality.
- Desirable – Experience using video conferencing tools e.g. Zoom/MS Teams.
- Desirable - Experience working with Salesforce or similar CRM.
- Desirable – Experience working with Learning Management Systems.
- Desirable – Experience supporting online digital applications.

Key Areas of Responsibility

The following areas of responsibility are the core of the role. However, the role is flexible and will vary according to the needs of the team, and the background and experience of the successful applicant.

Digital Platform Support

- Work with The Scholars Programme (TSP) and Brilliant Tutoring Programme (BTP) teams to document processes relating to our digital platforms.
- Support the TSP and BTP teams as necessary, to onboard and support our partners (schools, tutors and pupils) when using our digital platforms.
- Scheduling meetings for both internal and external colleagues.
- Input data, matching data from different sources, merging datasets and uploading data to CRM platforms
- Support colleagues and partners with video conferencing tools e.g. Zoom.
- Updating documentation as appropriate.
- Provide frontline support to our partners requiring assistance, escalating issues to programme officers as appropriate.
- Work alongside the Technology team to embed learning from supporting partners into the design and usability of our platforms.
- Any other duties commensurate with this role.

Wider Support:

- Support The Brilliant Club's wider activities as a university access charity,