

Programme Manager  
Global Schools Forum

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Reports to: Programme Director

Salary: £35,000 per annum

Location: Flexible, some international travel

Contract: Permanent, 37.5 hours per week

### **About the Organisation**

[Global Schools Forum](#) (GSF) strengthens the global education sector by working with non-state organizations in developing countries. GSF's 48 members span 33 countries and collectively run or support 17,000 schools, serving over 2.2 million children.

### **About the Role**

**We are looking for an ambitious, entrepreneurial and self-motivated individual who is passionate about social change, keen to learn, and has strong management skills.** The Programme Manager is the primary point of contact with GSF members. From their initial needs assessment to regular touch points and ongoing engagement via the collaboration platform, the Programme Manager will support the design, development and delivery of member services in conjunction with the Programme Director and the wider GSF team.

This will include taking a lead on all aspects of programme delivery from planning and design through to development, delivery and evaluation. Responsibilities will range from managing communications, planning of events, collecting and collating feedback and adapting programmes to better deliver outcomes for GSF members.

Should be comfortable with some international travel up to 4 times a year.

### **Key responsibilities**

#### **Member Offer:**

*Support the design of high-quality, member-facing events and activities*

- Design relevant and usable content, based on member interest and need
- Develop member-facing touchpoints to ensure content development is responsive to member priorities and feedback
- Manage links with external experts and partner organisations to deliver programming, where necessary
- Develop resources needed for each member service, including documents, toolkits, webinars and more

- Monitor and provide support for members' approach and infrastructure to implement strong Child Protection policies

*Support the professional delivery of high-quality, member-facing events and activities*

- Author and disseminate member-facing comms to publicize and market events
- Lead on logistics (identification of venue if face-to-face; coordinate the facilitation if virtual; and management of registration and attendee lists)

### **Member Engagement:**

*Develop and maintain strong relationships with members*

- Proactively engage GSF members and provide opportunities for collaboration and capacity-building
- Facilitate the sharing of resources, knowledge and expertise and establishing connections between members
- Communicate with members on a regular basis to understand needs and ensure members are engaging in GSF offers, including soliciting member feedback through an Annual Survey
- Liaise with our consultant to leverage the CRM database and AMS system, maintaining an overarching understanding of how the database is used throughout the organisation
- Regularly interrogate and analyse the database to support the recruitment and retention activities and improve programme effectiveness

### **Member Growth:**

*Support member growth targets*

- Serve as the primary contact for members going through the application process
- Research organisations, pipelines and events to support growth targets
- Develop resources needed for each member service, including documents, toolkits, webinars and more
- Support planning around GSF events to ensure programming is aligned to member needs and priorities, including the Annual Meeting, Study Tours and more
- Manage links with external experts and partner organisations to deliver programming, where necessary

### **Additional responsibilities will include:**

- Develop and maintain robust and clear internal processes and policies for members
- Collect and interpret information from members to ensure member voice informs member offer
- Support the team in administrative tasks that relate to members and membership

## **Person Specification**

### **Attributes:**

- Self-starter with demonstrated ability to work on your own initiative, essential
- Outstanding verbal and written communication skills, essential
- Ability to work in a changing and flexible organisation and willing to learn new skills, essential
- Strong administrative and organisational skills; able to manage multiple concurrent activities and projects, essential
- Open to remote or flexible working, essential
- Excellent interpersonal skills and ability to build and maintain strong relationships with multiple stakeholders including members and external partners – much of this will be through online communication, essential

### **Experience, knowledge and skills:**

- Strong programme management skills, essential
- Design skills, desirable
- Experience using the *Your Membership* or other Association Management Software (AMS), desirable
- Knowledge of HTML coding, desirable

### **Qualifications:**

- Undergraduate degree with at least three years of relevant work experience, essential

For more information about GSF, please visit our website [www.globalschoolsforum.org](http://www.globalschoolsforum.org)

*Ark is committed to safeguarding and promoting the welfare of children and young people; all successful candidates will be subject to an enhanced Disclosure and Barring Service check.*