

Education Relationship Coordinator (Fixed Term)

Job Description and Person Specification

Marwell Wildlife is dedicated to the conservation of biodiversity and other natural resources.

As a charity, we are action oriented and at the forefront of conservation work around the world, working in partnership with communities, statutory agencies and other non-governmental organisations.

We engage with over 35,000 children and young people through our conservation educational programmes, and welcome over 500,000 visitors each year to our 140 acre zoological park. In every contact we seek to encourage understanding, and inspire care for the natural world.

Role Profile part one – Role Requirements (Job Description)	
Job Title:	Education Relationship Coordinator (Fixed Term)
Grade/Salary:	Available on application
Hours:	Full time during term time only or part time throughout the year
Location:	Science & Learning Centre, Marwell Wildlife
Reports to:	Head of Education
Management:	Potential to manage volunteers
Role Purpose and Role Dimensions	<ul style="list-style-type: none"> • Manage & develop relationships with schools and other educational institutions • Support the Education team to implement Marwell's range of programmes for schools, colleges, universities and other visiting guests
Key Internal Contacts:	<ul style="list-style-type: none"> • Education Coordinators • Guest Services • Finance • Marketing & Fundraising • Volunteers Team • IT
Key External Contacts:	<ul style="list-style-type: none"> • Schools, colleges and other educational institutions • Local education authorities
Financial Dimensions:	<ul style="list-style-type: none"> • Contribute to income & expenditure budget planning

<p>Key Accountabilities and Result Areas</p>	<ul style="list-style-type: none"> • Facilitate education booking process from initial enquiry to completion of visit • Maintain accurate & up to date education customer relationship database • Support communications between the team and customers through telephone, e-mail, website, newsletters and other media as required • Contribute to monitoring & evaluation of education programmes through data analysis • Coordinate resources including allocation of classrooms, and teaching props and materials • Liaise with Guest Services and Finance teams to support customer invoicing
<p>Other Considerations:</p>	<ul style="list-style-type: none"> • Identify with and contribute to Marwell Wildlife Brand Values, mission and charitable objectives • Adhere to health and safety policy and procedures, identify hazards and undertake appropriate risk assessments as required • Adhere to Marwell's environmental policy & management system

Role Profile part two – Person Specification

Qualifications	<ul style="list-style-type: none"> • GCSE grades A-C in English & Mathematics or equivalent qualification • Additional qualifications or certificates of competency that support the application would be desirable
Experience	<ul style="list-style-type: none"> • Extensive knowledge & experience of databases (e.g. Webex, Supersaas, MS Access) is essential • Previous experience working in or with schools is desirable • Background in customer service is desirable
Skills and Abilities	<ul style="list-style-type: none"> • Strong communicator, both written and verbal • Excellent organisational skills • Ability to manage time effectively and multi-task • IT skills including proficiency in word processing, spreadsheets, databases and MS Outlook • Work independently as well as within a team • Good attention to detail
Other	<ul style="list-style-type: none"> • The role requires a motivated and pro-active individual who has the capacity to maintain a customer relationship database, while communicating with schools and other educational institutions, and supporting delivery of these programmes
Living the values	<ul style="list-style-type: none"> • An understanding of the values and behaviour expected within this role
Charitable outputs	<ul style="list-style-type: none"> • An understanding of how this role supports the delivery of our charitable outputs