



Childnet  
International

School Relations and Administration Assistant

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APPLICATION PACK

AUGUST 2018



Childnet Digital Leaders at a primary school in Lincolnshire support their peers to use technology safely and positively



# About Childnet

## Helping make the internet a great and safe place for children and young people

Childnet is a children's charity with a mission to help make the internet a great and safe place for children and young people.

Since 1995 we have delivered a positive impact with our empowering, youth-led, evidence-based and collaborative approach to empower children and young people to use the internet safely and positively.

We are a small charity with ambitious plans and dedicated and passionate staff. From our [innovative resources](#) for 3-18s, parents, carers and teachers, to [pupil powered online safety](#) programmes, we have stayed at the cutting edge of the latest tech trends by speaking to thousands of children and young people face-to-face each year.

Youth voice plays a central role in all of our work, and we involve young people in our education, policy and campaigns. We also empower young people to take the lead in promoting a better internet through our Childnet Digital Leaders Programme, training young people to be peer educators in their school communities.

As one of three charities in the [UK Safer Internet Centre](#), we coordinate the award-winning [Safer Internet Day](#) campaign which continues to grow, reaching millions of UK children every year.

We achieve a wider impact through influencing best practice and policy, both in the UK and internationally, to influence the online environment and ensure that the needs of children and young people are listened to. We are represented on Facebook's Safety Advisory Board, Twitter's Trust and Safety Council and the Executive Board of the UK Council for Internet Safety.

Our [funders and partners](#) include high profile names such as the European Commission, UK Government, Facebook, Disney, Microsoft, Sky, BT, the BBC, Premier League football clubs, and we work closely with a wide range of key stakeholders across government, industry, media, education, police and charity sector.



For further information on Childnet and our work see:

[www.childnet.com](http://www.childnet.com)

[www.saferinternet.org.uk](http://www.saferinternet.org.uk)

# Key projects and recent resources



## Safer Internet Day

This February we mobilised 1,700 organisations and reached 45% of UK children and 30% of parents.



## Digital Leaders Programme

We run a gamified e-learning platform to train children aged 5-18 years to be peer educators.



## Project deSHAME

EC-funded project with partners in Denmark and Hungary aiming to tackle online sexual harassment.



## Childnet Film Competition

Every year hundreds of children create short films to inspire their peers to be kind online.



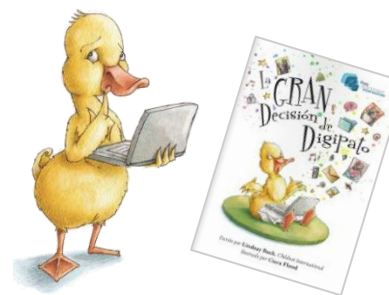
## Youth voice

We embed young people's voice throughout our work and ensure that young people have their say.



## Crossing the Line Toolkit

Engaging films and lesson plans to help teachers address sexting, cyberbullying and peer pressure.



## Digiduck's Big Decision

Our children's storybook helps even the youngest users learn how to be a good friend on the internet.



## Digital Friendships Report

Results of a national poll of 2,000 children aged 8-17 years into the role of technology in relationships.

# About the role

We are looking to appoint a full-time School Relations and Administration Assistant to support the day-to-day running of Childnet’s educational projects that the Education Team and the Digital Leaders Team deliver, as well as provide broader financial administrative support to Childnet’s Business Manager.

A great deal of Childnet’s success is due to the amount of work we do directly in schools nationally. Childnet prides itself on the quality of this work and is now looking to appoint an experienced School Relations and Administration Assistant to help assist with the day to day running of the small and busy team.

Part of the work that Childnet deliver is to listen to children and young people’s internet safety needs in order to create and deliver innovative and engaging presentations and complementary resources.

One of our key projects is The Childnet Digital Leaders Programme which launched in September 2015. Primary and secondary schools are encouraged to subscribe to the programme which aims to empower children and young people to champion digital citizenship and digital creativity within their schools and to educate their peers, parents and teachers about staying safe online.

This role will also provide support to Childnet’s Business Manager, including processing expenses and invoices, data entry and providing support on auditing and reporting on our major projects.

As with any job there are clear tasks and duties and these are laid out below; however an essential requirement of the post is that the successful candidate will need to prove that they can work well with schools on an administrative level; as well as the small team at Childnet.

## Salary

£20,000 - £22,000  
per annum  
(depending on  
experience)

## Location

London

## Contract

1 year fixed term  
contract

## Working hours

35 hours per week

## Holiday

25 days per annum,  
plus statutory  
holidays

## Start date

ASAP

## Reporting to

Director of Education

# Job description

The key tasks and responsibilities fall under several main areas:

- 1. Administrative support**
  - Respond to queries via email or telephone about The Digital Leaders Programme
  - Work alongside the Project Manager and School Relations Officer with any technical queries from schools
  - Liaise with schools to collect consent forms and upload young people as users onto the Digital Leaders platform
  - Manage the database of schools using our Salesforce CRM system
  - Prepare and send sales invoices to schools
  - Support the Business Manager by assisting in the preparation of audits and reporting for projects

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- 2. Despatch**
  - Ensure educational resources are sent out to schools prior to a presenter's visit to a school
  - Responsible for monitoring the stock of all Childnet's education resources
  - Despatch Childnet's education resources to schools, local authorities and other commercial entities
  - Responsible for the associated sales invoice preparation
  - Responsible for entering data into Childnet's accounting system in respect of the above and other related activities

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- 3. Supporting education outreach**
  - Provide schools with logistical information before a presenter visits a school
  - Ensure resources for all Activity Day visits are despatched to schools
  - Work alongside the Digital Leaders Team and implement new ideas for the programme
  - Work alongside Business Manager on financial administration of education visits

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- 4. Customer service**
  - Initial point of contact for prospective schools who are interested in signing up to The Childnet Digital Leaders Programme
  - Manage enquiries via phone and email from schools who would like more information about our schools programmes
  - Act as a first line customer contact in respect of despatch and invoicing queries

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- 5. Database management**
  - Work alongside the School Relations Officer managing all school entries on our Salesforce CRM system
  - Ensure all data is up to date
  - Enter data into Childnet's accounting system (TAS/SAGE) and update spreadsheets in respect of despatch functions

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## 6. Order processing

- Responsible for collating, despatching, processing and filing related paperwork for all orders
  - Prepare sales invoices relating to items of despatch to go out with orders
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# Person specification

## Essential:

- Demonstrable experience of taking initiative and responding proactively to problems
- A strong commitment to and passion for Childnet's mission and its values.
- Experience in providing charity administrative support including data entry, raising invoices and basic accounting procedures
- Proven digital skills; experience using Salesforce and/or WordPress would be an advantage
- Experience of working in a busy office environment
- Excellent IT skills and preferably experience of MS Office (Outlook, Word, Excel) and Campaign Monitor
- Experience of working in a small team
- Excellent time management skills

## Desirable:

- Knowledge of online communities and forums for young people
- Some experience of data entry – Childnet uses TAS Books (a SAGE product) for its accounting records
- Some experience of managing a digital learning platform eg. VLE
- Knowledge and experience of developing innovative and creative digital content for young people.
- DBS checked under the current framework (Childnet will arrange for DBS clearance to be made before appointment is confirmed) and subject to periodic update
- Knowledge of online safety and digital trends that young people are facing today
- Some experience of running events and ability to liaise with a diverse range of agencies/companies and organisations with practical details, e.g. hotels, venues, production companies, logistics etc. would be desirable

## Skills and aptitude:

- An understanding of digital technology and online platforms.
- Excellent communication and customer service skills, including online, telephone and face-to-face
- Great verbal and written communication skills, and the confidence to talk passionately and knowledgeably about the Childnet Digital Leaders Programme to key stakeholders and interested schools.
- Excellent attention to detail
- Ability to prioritise own workload across multiple teams



# How to apply

## Apply:

Please email a CV with a covering letter (1 page A4 max.) explaining what skills and experience you would bring to the role as well as any other interest that you believe would be relevant to the role, to Sharon McQuarrie at [sharon@childnet.com](mailto:sharon@childnet.com). When emailing please state where you heard about the job eg. Guardian Jobs, Charity Job etc.

Closing date for applications is 5pm on Monday 20<sup>th</sup> August 2018.

Interviews will be held on Thursday 6<sup>th</sup> September 2018.

Employment is conditional upon receiving satisfactory references and DBS clearance.

Any updates to this vacancy will be noted on our website [www.childnet.com/vacancies](http://www.childnet.com/vacancies)

### Closing date

Monday 20<sup>th</sup>  
August

### Interviews

Thursday 6<sup>th</sup>  
September

### Interview location

Brockley, London

Young people take part in the Safer Internet Day photo campaign to show how things aren't always what they seem online

