

## Job opportunities

Version 1.0 – 15<sup>th</sup> April 2020



With Teachersrise, you'll have the opportunity to challenge yourself and be surrounded by smart, ambitious and motivated people. Sound appealing? Come join us!

We are currently planning to offer a number of job opportunities with our company:

- **Managing Director**
- **Academic manager**
- **Customer service advisor** (sales)
- **Marketing manager**
- **IT consultant** (freelancer)
- **Group tutor**
- **Admin**

Location: **Padova** (Italy)

Contract types: **Part-time** or **Full time**

Start dates: **September 2020 – January 2021** (start dates will be confirmed in July 2020)

Teachersrise is currently at its seed stage and is working on the proof of concept. The detailed application process will be advertised in **July 2020**, including number of positions, contract types, future application deadlines and start dates – subject to the feasibility study of the business idea.

Please, read the detailed job description in the following pages. If you are interested in one of our positions, please contact us via email **info@teachersrise.eu** and explain why. As soon as the recruitment process starts, you will be the first to receive full details!

Job title	<b>Managing Director</b>		
Department	General Management		
Reports to	Board		
Job overview	The Managing Director is responsible for the general management of the company. The Managing Director leads and directs company operations and innovation to enable growth strategies and targets through implementation of specific business plans and initiatives. The Managing Director assumes full accountability to the board.		
Key responsibilities	<p>People management</p> <ul style="list-style-type: none"> <li>Recruiting, developing, motivating, inspiring and managing staff team and their performance to meet company objectives</li> <li>Developing and maintaining organisational culture, values and reputation</li> </ul> <p>Operations, processes and systems</p> <ul style="list-style-type: none"> <li>Overseeing operations to ensure efficient running of the company and effective performance in line with business strategies and timescales</li> <li>Establishing and maintaining appropriate systems and processes to facilitate and measure key indicators and aspects of operational management, development and innovation</li> <li>Ensuring quality of delivery/operations and appropriate accreditation</li> <li>Being the company ambassador in front of customers and partners</li> </ul> <p>Strategy and planning</p> <ul style="list-style-type: none"> <li>Devising a detailed business plan to realise the company strategy and deploy initiatives to achieve goals</li> <li>Directing strategies to promote, protect, develop and extend the business of the company for profitable growth</li> </ul> <p>Finance</p> <ul style="list-style-type: none"> <li>Managing, controlling and reporting financial aspects of the company within agreed budgets, plans and parameters</li> <li>Delivering agreed levels of revenue and profit</li> </ul> <p>Statutory duties</p> <ul style="list-style-type: none"> <li>Executing the responsibilities of a company director according to lawful and ethical standards and communicating to the board</li> </ul>		
Travel	No travel outside Italy required although possible.		
Person specifications		Essential	Desirable
	<b>Education</b>		
	Advanced executive education	x	
	<b>Experience</b>		
	Solid international experiences or experiences abroad	x	
	General management	x	
	People management	x	
	Financial management	x	
	Starting up and growing a small business		x
	Digital transformation and innovation leadership		x
	EU funded projects (preferably Erasmus+ and EU structural funds)		x
	Managing teams of bid managers for public funding		x
	<b>Skills</b>		
	Fluent in English and Italian	x	
	Other European languages		x

	Proven leadership skills including setting and implementing strategy and setting priorities	x	
	Proven managerial experience with the ability to motivate staff using effective supervision, appraisals, constructive feedback, staff development and team building	x	
	Experience of managing a complex workload; excellent self-organisation and time management; ability to model these skills to others	x	
	Ability to critically analyse, measure and assess processes, operations and programmes.	x	
	Excellent interpersonal skills with the ability to listen, motivate, inspire and enthuse staff and volunteers; to mediate in conflicts, to negotiate and compromise and to model these skills to others; approachable and empathetic	x	
	Leadership and development skills for digital transformation, in particular data analytics, change management and cloud computing		x
	<b>Behaviours</b>		
	Inspirational leadership, emotional intelligence and self-awareness	x	
	The ability to build trust in staff, shareholders and partners.	x	
	They have technical skills that help them advise the team <ul style="list-style-type: none"> <li>Roll up sleeves and work side-by-side with team, when needed</li> <li>Understand the specific challenges of the work</li> </ul>	x	
	Demonstrable belief in and commitment to the education and training sector and the vision and mission of Teachersrise in particular	x	
	They have a clear vision and strategy for the team <ul style="list-style-type: none"> <li>Even amid turmoil, keep the team focused on goals and strategy</li> <li>Involve the team in setting and evolving the team's vision, goals and progress</li> </ul>	x	

Job title	<b>Academic manager</b>		
Department	Academic management		
Reports to	Managing Director		
Job overview	The post-holder will assist the Managing Director in managing the company and assume responsibility for any professional duty of the Managing Director as delegated. The Academic manager is responsible for the academic management of the company and ensuring the teaching and learning component of the programmes are delivered to the highest standards.		
Key responsibilities	<p>Full life cycle recruitment for teacher trainers and group tutors</p> <ul style="list-style-type: none"> <li>• Developing and implementing strategies to attract talents</li> <li>• Setting up the selection process and managing the interview process</li> <li>• Managing reference checks and offers</li> <li>• Developing and delivering onboarding</li> <li>• Managing training and development</li> </ul> <p>Curriculum development and academic innovation</p> <ul style="list-style-type: none"> <li>• Analysing needs and improving quality (in conjunction with marketing/customer service)</li> <li>• Managing and archiving resources and contents</li> <li>• Managing learning environments</li> </ul> <p>Teaching and learning management</p> <ul style="list-style-type: none"> <li>• Managing availability for teacher trainers, spaces and resources.</li> <li>• Coordinating teacher trainers, resource availability, rescheduling dates and maximising efficient use of time and resources and managing group tutors</li> <li>• Organising training venues and ensuring standards meet expectations</li> <li>• Ensuring the teaching and learning management is delivered to the highest academic standards, including validation of learning outcomes</li> </ul> <p>Reporting and improvement</p> <ul style="list-style-type: none"> <li>• Preparing and managing the academic department's plan and budget</li> <li>• Reporting people performance and improvement plans</li> </ul>		
Travel	Travel might be required for a number of events/trips/conferences/fairs.		
Person specifications		Essential	Desirable
	<b>Education</b>		
	Education management / Education sciences Uni degree	x	
	<b>Experience</b>		
	Experience of teacher/trainer recruitment	x	
	Experience of managing a training department for small private businesses	x	
	Broad range of teaching/training experience		x
	Knowledge of Erasmus+ or EU structural funds		x
	<b>Skills</b>		
	Proven strong organisational skills	x	
	Fluent in English and Italian	x	
	Other European languages		x
	Basic computer skills (emails, presentation, word)	x	
	Accuracy and attention to detail and administrative skills		x
	Ability to work well within a team and interpersonal skills	x	
	<b>Behaviours</b>		
	Entrepreneurial and persistent positive attitude	x	

Job title	<b>Customer service advisor (sales)</b>		
Department	Sales		
Reports to	Managing Director		
Job overview	The Customer service advisor is responsible to provide information about our services, to handle enquiries and to process orders thus converting leads into sales. The Customer service advisor is responsible to maintain and to develop international relations and networks.		
Key responsibilities	<p>Sales process</p> <ul style="list-style-type: none"> <li>• Data entry on our website and in specialised portals</li> <li>• Managing enquiries (email, phones, etc) and scheduling bookings</li> <li>• Scheduling and managing remote meetings</li> <li>• Managing time efficiently and multi-tasking</li> </ul> <p>Sales targets</p> <ul style="list-style-type: none"> <li>• Setting and achieving sales targets</li> </ul> <p>Customer retention</p> <ul style="list-style-type: none"> <li>• Supporting clients and updating our customer database</li> <li>• Understanding customer segments and behaviours and tailoring communications based on what is the most relevant message for our clients</li> </ul> <p>Enrolment and processing orders</p> <ul style="list-style-type: none"> <li>• Managing enrolment and scheduling all order details</li> <li>• Communicating bookings</li> </ul> <p>Admin</p> <ul style="list-style-type: none"> <li>• Managing administrative duties as and when required</li> </ul>		
Travel	Travel might be required for a number of events/trips/conferences/fairs.		
Person specifications		Essential	Desirable
	<b>Education</b>		
	University degree in any branch of Social Science (Communication studies, Cultural studies, International studies, Education, Psychology, Sociology, Philosophy, Linguistics, Business studies, Management, Economics, History or similar)	x	
	Specialization in EU funded projects (preferably Erasmus+ and EU structural funds)		x
	<b>Experience</b>		
	International experiences or experiences abroad	x	
	Working with tenders		x
	<b>Skills</b>		
	Fluent in English and Italian	x	
	Other European languages		x
	Basic computer skills (emails, presentation, word)	x	
	Multi-tasking under pressure and problem-solving skills	x	
	Strong communication skills, both written and oral	x	
	Strong commercial awareness	x	
	<b>Behaviours</b>		
	Amiable, adapter and can be assertive	x	
	Driven by results	x	

Job title	<b>Marketing manager</b>		
Department	Marketing		
Reports to	Managing Director		
Job overview	The Marketing manager is responsible to develop and maintain the brand and feed leads to the sales pipeline through planned direct marketing campaigns based on great content and process. The Marketing manager manages the full life cycle of projects outsourced to external providers and freelancer platforms.		
Key responsibilities	<p>Brand management and lead generation</p> <ul style="list-style-type: none"> <li>Conducting market research into funding opportunities, social networking sites and specialised platforms</li> <li>Developing and managing marketing strategies to promote our brand and to create measurable lead generation</li> </ul> <p>Communication tools and implementation</p> <ul style="list-style-type: none"> <li>Managing email marketing, telemarketing and other direct campaigns</li> <li>Managing the company's web presence, visual media, press content and social media presence, including development, monitoring and analysis</li> </ul> <p>Copywriting and graphic design</p> <ul style="list-style-type: none"> <li>Researching topics in order to write compelling contents for our newsletter, website, social media and brochures</li> <li>Proofreading and editing content</li> <li>Managing high-quality multilingual translation projects</li> <li>Creating and editing digital and print promotional materials, including brochures, logos, posters, leaflets and presentations</li> </ul> <p>People management</p> <ul style="list-style-type: none"> <li>Managing providers and freelancers, including IT consultant(s)</li> </ul> <p>Reporting and improvement</p> <ul style="list-style-type: none"> <li>Preparing and managing the marketing department's plan and budget</li> <li>Measuring cost of customer acquisition and ROI for all activities.</li> <li>Achieving added value and measuring true profitability</li> <li>Reporting people performance and improvement plans</li> </ul>		
Travel	Travel might be required for a number of events/trips/conferences/fairs.		
Person specifications		Essential	Desirable
	<b>Education</b>		
	Marketing degree or specialization	x	
	<b>Experience</b>		
	Direct marketing campaign management (multi-channel)	x	
	An interest in education or social sciences		x
	<b>Skills</b>		
	Fluent in English and Italian	x	
	Other European languages		x
	Email marketing and deliverability	x	
	Multichannel marketing		x
	Campaign management	x	
	Marketing automation		x
	Project management and delegation skills, especially IT	x	
	Growth hacking and other digital marketing specialisms		x
	<b>Behaviours</b>		
	Perfectionist and organised	x	
	Solution oriented and thinking out-of-the-box	x	

Job title	<b>IT consultant</b> (freelancer)		
Department	Marketing		
Reports to	Marketing manager (Managing Director for “Smart office support”)		
Job overview	The IT consultant is responsible to develop and maintain the company cloud systems for both marketing and other business processes in compliance with GDPR. The IT consultant focuses on finding smarter, low-cost alternative technical solutions to traditional marketing		
Key responsibilities	<p>Cloud systems</p> <ul style="list-style-type: none"> <li>Offering technical support (system administration, coding, etc) for our website, CRM, marketing automation and lead generation</li> <li>Assisting with technical support for direct marketing activities, measuring their performance and ensuring GDPR compliance</li> </ul> <p>Growth hacking and data specialist</p> <ul style="list-style-type: none"> <li>Managing data mining projects for lead generation and managing freelancers</li> <li>Parsing, versioning and merging lists and databases and ensuring GDPR compliance</li> </ul> <p>Smart office support</p> <ul style="list-style-type: none"> <li>Web development projects to streamline administration processes</li> <li>Providing day-to-day computer, printer, technical equipment</li> </ul>		
Travel	-		
Person specifications		Essential	Desirable
	<b>Education</b>		
	Software engineering / IT degree	x	
	<b>Experience</b>		
	System administration		x
	Programming	x	
	Web application development	x	
	Growth hacking	x	
	Data protection officer		x
	<b>Skills</b>		
	Basic system administration skills	x	
	Functional system requirement analysis	x	
	Coding	x	
	Advanced data processing	x	
	Data science		x
	Lead generation and digital marketing experience		x
	<b>Behaviours</b>		
	Analytical	x	
	Active listening	x	
	Solution oriented	x	

Job title	<b>Group tutor</b>		
Department	Academic management		
Reports to	Academic manager		
Job overview	<p>The Group tutor supports the learning cycle management inside and outside the classroom. The Group tutor is responsible for some logistical aspects of the mobility (arrival, departure, training venue).</p> <p>This position involves working at weekends and other unsocial hours.</p>		
Key responsibilities	<p>Class management</p> <ul style="list-style-type: none"> <li>• Managing “meet&amp;greet” and arranging arrival and departure service</li> <li>• Welcoming teacher trainers</li> <li>• Facilitating an efficient and effective interaction between teacher trainers and learners; mediates as necessary</li> <li>• Detecting learner needs in the classroom and reporting to the responsible person</li> <li>• Managing administrative records for training delivery and assessment</li> <li>• Organizing the physical space of the learning environment in conjunction with the training venue provider</li> </ul>		
Travel	Attending some logistical aspects of the mobility (arrival, departure, training venue). Travel might be required for a number of events/trips/conferences/fairs.		
Person specifications		Essential	Desirable
	<b>Education</b>		
	University degree		x
	<b>Experience</b>		
	Attendant / Receptionist / Concierge / Caregiver or similar	x	
	<b>Skills</b>		
	Fluent in English and Italian	x	
	Other European languages		x
	Basic computer skills (emails, presentation, word)	x	
	Problem solving skills	x	
	Negotiating skills		x
	Time-management and strong organizational skills	x	
	<b>Behaviours</b>		
	Flexibility and positive attitude	x	
	Hands-on and pro-active	x	
	Gregarious	x	



Job title	<b>Admin</b>		
Department	Sales and Finance		
Reports to	Managing Director		
Job overview	The Admin is responsible to maintain administrative records for enrolment, quality and finance. The Admin confidently plans reservations and bookings for certain services which are critical to clients (transport, accommodation, etc). The Admin is responsible for general business office maintenance.		
Key responsibilities	<p>Bookings</p> <ul style="list-style-type: none"> <li>• Booking transfers from/to airports, visits, trips</li> <li>• Booking accommodation (private/shared apartments, host families, B&amp;B, hotels)</li> <li>• Managing administrative records for transport and accommodation</li> </ul> <p>Quality</p> <ul style="list-style-type: none"> <li>• Manage the administrative records of the feedback management system</li> </ul> <p>Finance and client contracts</p> <ul style="list-style-type: none"> <li>• Processing contracts</li> <li>• Managing payment, credit/debit control, invoicing</li> <li>• Preparing the administration department's plan and budget</li> </ul> <p>General business office maintenance</p> <ul style="list-style-type: none"> <li>• Running regular checks</li> <li>• Organizing and managing qualified professionals (e.g. cleaning services, IT, electrical repairs, repairs issues, preventative maintenance, etc)</li> <li>• Modernizing the office environment</li> </ul>		
Travel	No travel outside Italy required although possible.		
Person specifications		Essential	Desirable
	<b>Education</b>		
	Bachelor's degree		x
	<b>Experience</b>		
	International experiences or experiences abroad	x	
	Working with tenders		x
	Secretary / PA		x
	<b>Skills</b>		
	Fluent in English and Italian	x	
	Other European languages		x
	Good computer skills (emails, presentation, word)	x	
	Problem-solving skills	x	
	Agile and multi-tasking	x	
	<b>Behaviours</b>		
	Assertive	x	
	Adaptable and flexible	x	
	Achiever	x	