

**Job Title:** Masterclass Network Liaison Officer  
**Date:** November 2024  
**Accountable to:** Head of Schools, Impact & Partnerships  
**Location:** Albemarle Street, Central London, with regular UK travel and some remote working  
**Contract type:** Fixed Term Contract Maternity cover – approx. 12 months, Full time (35 hours/week). Requests for flexible work are welcome.  
**Salary:** c. £32k

**Job Purpose**

The role is to support the delivery of our renowned nationwide Ri Mathematics and Computer Science Masterclass Programme. To help coordinate the delivery of the programme nationally by liaising with volunteers who make the Masterclass programme happen across the UK, attending Masterclass workshops, helping to train new STEM communicators and extending the impact of the Masterclasses to more young people.

This is an exciting opportunity to use and develop your STEM communication and programme coordination skills, including the possibility of developing your own STEM content and involvement in other Ri projects aligning to your interests and experience. Full training and support will be provided by the Ri Masterclass team’s STEM communication and subject specialists.

<b>Masterclass Network Liaison Officer responsibilities</b>
Support the effective running of the UK-wide Masterclass programme, including: <ul style="list-style-type: none"> <li>• Liaising with regional Masterclass contributors across the UK</li> <li>• Dealing with routine enquiries</li> <li>• Helping to recruit and train new Masterclass contributors</li> <li>• Attending Masterclasses both in the Ri and across the UK as required</li> </ul> <i>Note: Masterclasses often take place on Saturdays – Time off in Lieu will be given during the week, usually on a Monday.</i>
Help to ensure all Masterclasses follow Ri policies and procedures, especially Safeguarding and GDPR
Deliver STEM Masterclasses and training workshops with the support of the Masterclass Coordinators
Support the organisation and delivery of Ri-managed Masterclasses at the Ri, including being the on-site Ri employee on selected term-time Saturdays
Support the collection of data and feedback to ensure effective evaluation and review of the programmes, and to inform funding applications and reports
Provide excellent customer service in dealing with public enquiries and new and existing stakeholders to support relationship building and increase repeat engagements
Help to ensure spend for Ri Masterclass activities remains in-line with the agreed budget
Support the delivery of projects such as new topics, fundraising campaigns or family activities as needed
Occasionally represent the Ri in the STEM education and outreach communities, as required
Occasionally deputise for the Masterclass Coordinators, as required

## General responsibilities applicable to all staff

- Understand and support the Ri strategy including the Ri vision, mission and aims
- Promote the Ri values and encourage team working and effective communication with colleagues.
- Help achieve EDIA goals across the organisation and promote diversity and inclusion at the Ri
- Act as a representative of the Ri and deal with Ri customers, stakeholders and the public in a professional manner
- Comply with Ri financial and other policies and practices as applicable including Health & Safety, Safeguarding and GDPR.
- Undertake other responsibilities as may be reasonably requested of your post.

## Skills, experience and knowledge

Essential (E) Desirable (D)

Customer service experience, including stakeholder liaison and handling enquiries from the general public	E
Excellent administration and organisational skills	E
Experience of working with volunteers to deliver a programme	D
Experience of teaching mathematics/computer science, or delivering or developing STEM enrichment activities for young people	D
An understanding of the UK schools system	D
Experience of working in the charity, UK education or STEM Engagement sectors	D
Experience in delivering training activities	D
Experience in working with database systems, ideally Salesforce CRM, and record management	D
Thorough working knowledge of Microsoft Office (particularly Outlook, Word, Excel and PowerPoint), with a willingness to learn and use new systems.	E
<b>Qualifications</b>	
Degree in STEM or a related discipline; or equivalent demonstrable skills and experience	D
<b>Personal Attributes</b>	
Enthusiasm for enriching the young people's experiences of STEM	E
Excellent interpersonal skills with proven ability to work collaboratively; able to communicate with and influence others and maintain a positive working atmosphere	E
Creative; ability to find pragmatic solutions, seek improvements, and adapt to changing situations	E
Excellent attention to detail	E
Ability to multi-task and work in a fast-paced environment; positive "can do" attitude and willingness to support others where needed	E
Ability to present information, verbally and in writing, in a clear and concise manner	E
Organised, able to maintain good and accurate records and adhere to required policies and processes	E
Able to take a calm and sensitive approach to challenging situations	E
Committed to the principles of equity, diversity, inclusion and accessibility (EDIA)	E
An understanding of the Ri mission and vision	D

**Notes:**

This role requires weekend working during school term times, with both travel and overnight stays across the UK to attend Saturday Masterclasses at regional locations. Time off in lieu will be given on a suitable weekday for weekend work. Work outside of normal office hours may be required for some activities or events.

This job description will be subject to review in the light of changing circumstances and is not intended to be rigid or inflexible but should be regarded as providing guidelines and accountabilities within which the individual works.

As the position involves working with young people, the post holder will be required to undergo an Enhanced DBS clearance and related checks as mandated by UK laws and regulations.