



# Why Join the Twinkl Team?

Love what you do? We are looking for creative people to do what they do best. This is your chance to join a friendly and passionate team that really cares about making a difference to the lives of teachers and children around the world.

## What Do We Offer?

- Flexible working patterns
- A friendly, supportive atmosphere
- Twinkl subscriptions to use at home or school
- Opportunities for progression and change
- Enjoy a healthy work-life balance
- The chance to make a difference around the world



# Twinkl Application Pack

## Who We Are Looking For

We are a friendly bunch and want someone who is passionate about their work, but will also fit in with the team. You should have a hard work ethic, good sense of humour and the ability to communicate with people appropriately.

## About Twinkl

Twinkl is the world's largest provider of high quality, printable, primary teaching resources. Twinkl is now used by the majority of UK primary schools and is also widely used around the world. As such, we're a high volume site with global aspirations and are now looking for a new team member to help us push forward!

## How to Apply

Please email a CV & covering letter that states the position you are applying for, your current employment status/situation, your available start date to [careers@twinkl.co.uk](mailto:careers@twinkl.co.uk). For teaching positions your application should also include a scheme of work (unit plan) and supporting lesson plan/resource.

Within your covering letter (1 A4 page) please refer to the Person Specification in detail and wow us with your abilities.

*A note about portfolios.* If you are applying for a creative job it would help us if you sent a single PDF version of your portfolio or a link to your online portfolio. Please don't send multiple attachments or large zip files. Thank you!

## The Recruitment Process

Our recruitment process for remote positions involves three stages:

1. Initial application – review of CV, covering letter and supporting documents
2. Computer based interview task
3. Formal interview (this can be conducted via Skype if travel to Twinkl HQ would be difficult)

Occasionally we interview candidates that we feel would be perfect for an alternative or upcoming project. In instances like this you'll be offered a place in our recruitment bank and given the opportunity to apply for new vacancies before they are advertised externally.

## What We Offer

- A chance to become part of a global and quickly expanding business which is at the top of its market.
- The opportunity to have personal input into the business; help develop the vision & direction of the site and its products.
- A space to train and learn new things; you get to decide where you want to develop your skills and we help you achieve.
- An incremental holiday scheme.
- Regular team socials throughout the year.
- Annual team events.
- A chance to work with a really nice bunch of people!

## Any Questions?

We would love to hear from you! Please get in touch with our team at [careers@twinkl.co.uk](mailto:careers@twinkl.co.uk).

*Please note;* all successful applicants will be subject to a standard disclosure check and appointments are subject to a probationary period.

Twinkl is working to be an equal opportunities employer and welcomes diversity in our workforce.





## Our Purpose and Values

*We believe in transforming lives through beautiful design.*

### Trust

We believe that people work best when there is a foundation of trust.

- Our users mean everything to us. We want our users to be able to trust us completely, in everything we do.
- We strive to nurture one another's abilities, talent and confidence as well as our own - encouraging progression in each other.
- We understand the need to communicate effectively with our community, and with each other.

### Ownership

We create the best possible products for our users and understand just how important the quality of our work is.

- We always aim to exceed expectations, in all areas of our work.
- We accept personal accountability to meet business needs, improve our systems and help others improve their effectiveness.
- We all take responsibility, treating the Company's assets as our own and behaving with the Company's long-term success in mind.
- We care passionately about making a difference in the lives of our users and we know that this will reflect into lives all around the world.

### Innovation

We are passionate about continually developing materials that make a real difference to lives around the world.

- We consistently find ways to disrupt our business model and products.
- We constantly ask 'why not?'
- We have a healthy dissatisfaction with the status quo.
- We have a compelling desire to improve, and to achieve, for our users.

### Integrity

We always try to do the right thing.

- We always tell the truth and we take responsibility for our actions, understanding the importance of the service we provide.
- We respect our colleagues, suppliers and users, and treat them as we want to be treated.
- We are honest and straightforward with each other.
- We uphold the purpose, values and principles of Twinkl in every action and decision.

### Leadership

We have a clear vision of where we are going and lead in the markets we serve.

- We are all leaders in our area of responsibility, with a deep commitment to delivering leadership results.
- We understand the importance of actively serving our users.
- We focus our resources to achieve market leading objectives and strategies.
- We appreciate the need for constant and meaningful communication to drive innovation and improvement to our products and service.

### Loveliness

Loveliness makes Twinkl the special place it is.

- We love what we do, take pride in our work and have fun.
- We understand the power of positivity and make the most of each and every day.
- Everything we do, it is made that bit more special because we live our motto: **Be Lovely!**

# Customer Understanding Assistant – KS3/4 English

*Location:* Work from home

*Salary:* £10.50 per hour

*Hours:* 15 hours/week during peak Facebook activity times (6-9pm)

*Contract:* 6 Months Fixed Term (with the possibility of leading to a permanent contract)

*Suitable for Job Share:* No

## Job Description

This unique role will see you finding new ways to spread the word about Twinkl to KS3/4 educators.

There will be a small element of resource creation with this role, but the main focus will be on connecting with our customers in new and exciting ways. You will be required to have some understanding of how to use social media to help spread the word about what we do and will be asked to manage and possibly set up Facebook and twitter accounts according to need and demand.

This role may involve some aspects of travel and may require you to attend exhibitions and conferences on behalf of Twinkl – but this will happen rarely.

- This role is suitable for part time workers only
- You will be expected to complete 15 hours per week around your other work and commitments
- Work may be completed at any time throughout the week with the expectation that 15 hours per week is completed
- Please consider carefully whether you will be able to commit to 15 hours per week for the 6 month contract term
- If you are within a reasonable commuting distance, there is an expectation that you will make a visit to the office within the first 2 weeks of your appointment

## Person Specification

Core Skills:

- Teaching experience in a secondary school with a focus on English
- Proficient use of Microsoft Word
- Strong understanding of Facebook and Twitter
- Excellent communication skills
- Excellent spelling and grammar
- Minimum of two years of teaching experience

Beneficial but not essential:

- Understanding and knowledge of blogging communities
- Experience of setting up and running events
- Knowledge of marketing principles.
- Experience teaching the whole of the KS3/4 age range
- Experience of copy writing
- A willingness to attend and exhibit at secondary teaching events, around the UK from time to time.

Soft Skills:

- Is good fun to be with and has the ability to communicate well with others
- Is organised, able to work to deadlines, and manages time effectively
- Is able to communicate with colleagues and our external partners effectively, both written and verbally
- Has a hard work ethic, is passionate, driven and loves what they do
- Is honest, trustworthy and reliable
- Produces quality work and is ready to learn new skills

Qualifications & Experience:

- PGCE or equivalent
- A to C in GCSE Maths and English