



Cluster Manager

Thank you for your interest in working with us.

My name is Rachel Carr and I am one of the founders of **IntoUniversity** and its current CEO. We're an award-winning charity that runs local learning centres which provide an education programme addressing underachievement and social exclusion. We target children and young people most at risk of failing to meet their potential to go to university due to economic, social, cultural, or linguistic disadvantage. **IntoUniversity** provides practical learning support and confidence-building activities for children and young people aged 7-18. We currently have twenty-two centres across the country and we have ambitious plans to scale-up our provision further over the coming years.

We are looking for a high-calibre candidate to act as our **North and West London Cluster Manager and Centre Leader**. In your role as Centre Leader you will have responsibility for and manage one of the four North and West London Cluster centres (either Brent, Hammersmith, Haringey or North Kensington – to be decided). This will include planning and delivering the programme, liaising with external stakeholders and meeting **IntoUniversity's** targets for delivery. In your role as Cluster Manager you will also be responsible for line-managing the North and West London Cluster Team/Centre Leaders and ensuring that the Cluster maintains its quality and meets its targets. Please note a substantial element of this role is delivering on the ground our education programme to children and young people aged 7-18. You will need to have a genuine passion and enthusiasm for working with young people including leading a class of 30 from the front, working with small teams of children and providing one-to-one support. This is not a desk job!

You will have a minimum 2.1 honours degree and at least two years' full-time (or equivalent) paid experience working with children and young people in a relevant role, for example working as a teacher or youth worker. You will also have substantial experience of managing projects and people, have excellent written and oral communication skills and will be committed to managing the North and West London Cluster for a minimum of 2 years.

The role will be fast-paced and challenging. Each day you will be contributing directly to the success of the charity and the transformation of the lives of some of the UK's most disadvantaged young people. Flexibility, attention to detail and the ability to multi-task are all necessary for your day-to-day routine. You will be proactive and able to use your initiative at all times. You will have excellent organisational skills and be highly efficient.

We welcome all applications and all those that are sent on time will be read and carefully considered. We particularly welcome applications from male and/or black and minority ethnic candidates as they are currently under-represented within **IntoUniversity**.

And finally, our aim as a charity is to become *the* pre-eminent provider of widening participation services in the UK and we are looking for people who will be committed to helping us to achieve that goal. You will need to have a genuine passion for the mission and values of **IntoUniversity**. If you believe that all young people deserve the chance to achieve their potential regardless of their background and want to play a part in helping them succeed then we would be delighted to hear from you.

Thank you very much for your interest in this post and the ongoing development of our charity.

Dr Rachel Carr, Chief Executive and Co-Founder



What training will I receive?

You will begin with an intensive eight week training programme which all new delivery staff take part in and which has been externally accredited. The training will start on 7th August 2017 and will take place in London.

A bespoke training package specific to your role will be arranged with your line manager on appointment.

What is the application process?

The first stage is to complete our online application form which can be found on our website. Please note that when you submit your application form you will also need to attach a written observation assessing your delivery with children or young people from your current or previous employment. If you are a teacher you may submit a formal observation from a school and then list two named referees on your application form whom we can contact if you are shortlisted. If you have non-teaching experience this observation should take the form of one of your listed referees' formal consideration of the effectiveness of your delivery with children or young people.

We will consider all applications after the close date and create a longlist of candidates to invite to a selection day on 30 May.

For more information contact

Jenny James

HR Manager

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Telephone: 020 7243 0242

At a glance

£29,600-£32,600
per annum (incl. a £600
London contribution)

Depending on qualifications and
experience

7th August start date

25 days' holiday

+ bank holidays
+ up to 5 extra days at Christmas
+ additional length of service entitlement

Vacancy in:

One of our North and West
London Cluster centres

This includes our Brent, Hammersmith,
Haringey and North Kensington centres.

9:30am – 6pm

Some additional weekend and unsocial
hours will be required.

8 May	30 May	7 Aug
Application deadline	Selection process	Start date

CM_0817 job ID

What will my main duties be?

As Cluster Manager:

- To ensure that the ethos and values of the charity are maintained in the North and West London **Into**University centres
- To act as direct line-manager for the North and West London Team/Centre Leaders (supported by members of the Senior Management Team)
- To ensure that all North and West London Cluster centres are working effectively and delivering the service specified in the organisation's delivery plan and that targets are monitored and met
- To ensure that each Team/Centre Leader has an individual package of support agreed based on their particular professional development needs
- To support the North and West London Team/Centre Leaders to recruit children and young people to all strands of the programme
- To support the North and West London Team/Centre Leaders to plan project delivery over the academic year and to liaise with existing schools and other partner bodies
- To support the North and West London Team/Centre Leaders in strengthening links with other agencies (for example, corporates, schools, and other voluntary sector bodies), attending meetings and making partnerships as well as regularly reviewing existing partnerships
- To support the North and West London Team/Centre Leaders to ensure that the high quality of the educational programme is maintained, targets are reached and that the pastoral needs of the children and young people are met at each centre
- To support the North and West London Team/Centre Leaders to oversee the day-to-day running of the education centre
- To support the North and West London Team/Centre Leaders to ensure that all North and West London delivery staff are properly managed and supported, and that specific training and development needs across the network and at individual centres are met
- To support the North and West London Team/Centre Leaders to ensure that staff performance is thoroughly reviewed through the probationary and appraisal systems and that issues of underperformance are identified at an early stage and addressed swiftly and appropriately
- To ensure that the operating costs at each North and West Cluster centre are keeping within budget and that centres are allocating resources carefully
- To work with the CEO and the Health and Safety Officer to take responsibility for Health and Safety at the North and West London Cluster centres
- To work with the Child Protection team to ensure all safeguarding procedures and policies are implemented correctly in the North and West London centres
- To support the SMT with the full process of the recruitment of Graduate Trainee Education Workers including assessing application forms, assisting with selection days, inputting into shortlisting candidates and playing a full part in developing and delivering the graduate training programme
- To manage the budgets of centres with a Team Leader and to support the Team Leaders in learning how to take on the day-to-day financial management of the centres
- To report to the SMT and Trustees on the work and performance of the North and West London centres
- To take on an additional cross-centre responsibility for the **Into**University network, for example becoming the Head of one of our programme strands (to be confirmed on appointment)

As Centre Leader in your IntoUniversity centre:

- To ensure that the ethos and values of the charity are maintained in the **IntoUniversity** centre
- To oversee the successful delivery of our educational programme at one of our centres using positive behaviour management and adhering to the **IntoUniversity** safeguarding policy. Including:
 - Managing the centre delivery timetable, taking responsibility for leading and delivering (with help from the **IntoUniversity** Education Workers) the after-school Academic Support programme. Including: leading and managing staff and tutors; recruiting and leading volunteers; liaison with university partners; publicity; taking responsibility for organising the classroom; maintaining the good behaviour of users; implementing **IntoUniversity's** positive behaviour management policy; developing new resources
 - Assisting fully with the organisation and high-quality delivery of the primary and secondary FOCUS programme, supporting the **IntoUniversity** Education Workers with responsibility for these strands
 - Assisting fully with the organisation and high-quality delivery of the Mentoring Programme, supporting the **IntoUniversity** Education Worker with responsibility for this strand
 - Taking responsibility, working with the support of your line manager, to ensure that the high quality of the educational programme is maintained, centre targets are reached and that the pastoral needs of the children and young people are met
 - Taking the lead in working with your line manager and the **IntoUniversity** Education Workers to recruit children and young people to all strands of the programme
 - Liaising with your line manager to plan project delivery over the academic year and to take the lead in working with the **IntoUniversity** Education Workers to liaise with existing schools and other partner bodies for example, corporates, universities and other voluntary sector bodies
- To lead the staff team at the centre, generating a positive working environment and ethos and ensuring that the team are well motivated, are managing their workloads effectively, and are providing a high quality service
- To work with the support of your line manager to oversee the administration and day-to-day running of the education centre, including for example, organising small maintenance jobs, ensuring the site is left tidy, overseeing the cleaner, being the 'face' of **IntoUniversity** to parents and any other visitors and ensuring Salesforce database records and monitoring requirements are kept up to date
- To provide input into the staff probationary and appraisal processes
- To ensure that **IntoUniversity** policies and procedures are met and regularly reviewed at the centre
- To oversee the day-to-day financial management of the centre (with support from your line manager and the Senior Finance Officer), taking responsibility for the administration of petty cash and expenses, ensuring the centre delivers its programme cost effectively, submitting purchase orders, monitoring the centre budget on an on-going basis
- To take responsibility for an additional area of the charity's work
- To take a full part in quality assurance processes across the network, including reflections at other centres
- To ensure compliance with all necessary regulations and legal requirements, including the Children's Act, Equal Opportunities, Health & Safety and Working with Vulnerable Groups and undertake any task that may be requested from time to time that may be consistent with the nature and scope of this post

Who are we looking for?

The applicant must:

- Have a minimum of 2 years' full-time experience (or equivalent) of working with children and young people in the voluntary or other sector and be able to demonstrate proven evidence of high achievement in a management role
- Have completed an undergraduate degree to a 2.1 or higher (we will consider candidates who have achieved a 2.2 within the past 5 years if they have successfully completed a PGCE)
- Have achieved a grade C or higher in GCSE Maths and English (or equivalent)
- Be able to manage, oversee and help plan and deliver activities for children and young people, taking into account their pastoral and academic needs
- Have significant proven experience of liaising with key partners including schools, universities and other voluntary sector organisations
- Possess excellent team building and motivational skills and be able to show evidence of this in previous roles
- Have demonstrable ability and experience in delivering education programmes to children and young people
- Have the ability to monitor and evaluate programmes and manage staff appraisals
- Have the proven ability to multi-task and take into account all the factors affecting the successful operation of the network.
- Have significant proven experience of team management and the ability ensure staff deliver their responsibilities
- Be able to demonstrate highly effective organisation and have the ability to implement the **Into**University programme across the North and West London centres
- Be able to demonstrate excellent organisation skills, reliability, creativity and enterprise
- Be ambitious, energetic, enthusiastic, driven and committed to leading and developing a thriving and successful network of North and West London centres
- Be able to exercise excellent initiative and lead a staff and volunteer team with vision and sound management
- Be able to manage monitoring budgets, financial controls and record-keeping
- Be very highly self-motivated and able to prioritise and identify tasks
- Be able to carry out professional and effective monitoring and evaluation
- Be highly computer literate and conversant with Word, Excel etc.
- Have excellent written and verbal communication skills and be able to write strategic reports and make presentations about our programme to external agencies etc.
- Have the ability to work extremely effectively under pressure, meeting tight deadlines and able to demonstrate initiative and flexibility
- Be able to demonstrate a positive 'We Can' ethos, a palpable empathy with the mission of **Into**University and be committed to its aims and values
- Have an excellent understanding of widening participation and its impact on young people traditionally underrepresented in Higher Education
- Be able to demonstrate strategies for managing a multi-centre network of centres