

IntoUniversity Assistant Head of Operations and Programme Delivery (Central Functions)

London

March 2024

IntoUniversity 



Welcome from our CEO Dr Rachel Carr



Dr Rachel Carr
Chief Executive Officer
& Co-Founder

INTOUNIVERSITY | ASSISTANT HEAD OF
OPERATIONS AND PROGRAMME DELIVERY
(CENTRAL FUNCTIONS)

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 in the heart of communities where the young people we support live. Our centres provide an innovative education programme which includes practical learning support and motivational and confidence-building activities for children and young people aged 7-18. Our aim is to inspire students from the least advantaged neighbourhoods to broaden their horizons and achieve their full potential.

As the UK's leading university access organisation, our staff team is helping thousands of young people each year. From Spring 2024 we will have forty-three centres and extension projects across England and Scotland, and ambitious plans to scale-up our provision further over the coming years.

We are recruiting for a new role - an Assistant Head of Operations and Programme Delivery (Central Functions) - to join our team to add operational capacity at a crucial point in the charity's evolution.

You will work closely with the Senior Management Team and the Head of Operations and Programme Delivery (Central Functions) on **key strategic projects and work streams** to support the senior team to improve and strengthen operational effectiveness across the organisation. You will also play a key role in supporting with the training and CPD of our staff team, with implementing our quality framework and working on the setup and launch of our new centres.

As a charity with social mobility as its core objective, IntoUniversity is wholly committed to equality of opportunity. We work with children and young people from a diverse range of backgrounds, and we believe that our staff team should be similarly diverse and representative.

The more inclusive we are, the better our work will be, and we recognise that we have much more to do in this regard. We are committed to building a culture where students, staff and volunteers are valued for the unique people they are. We therefore encourage applications from candidates from as wide a range as possible of ethnic, cultural and social backgrounds. In particular, we actively and warmly welcome applications from Black, Asian and minority ethnic candidates, male candidates and candidates with a disability as they are currently under-represented within **IntoUniversity**.

Thank you very much for your interest and I look forward to receiving your application.

A handwritten signature in black ink that reads "Rachel Carr". The signature is fluid and cursive, with a long, sweeping underline.

Please contact jobs@intouniversity.org for more information

The role at a glance



The role at a glance

We are looking for an experienced operations manager who can support our our Senior Management and Senior Operations teams.

The role will be varied and challenging and focus on a wide-range of projects and programmes ensuring we continue to maintain and improve the quality and impact of our operations.



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Contract

Permanent

Start date

As soon as possible, to be agreed with the candidate

Working hours

9:00 to 17:30, Monday to Friday.

However, we operate core working hours in Head Office so you can choose to start early and finish early (e.g. 8:00 to 16.30), or start later and finish later (e.g. 9.30 to 18:00).

Management

The postholder will be managed by the Head of Operations and Programme Delivery (Central Functions)

Opportunity to work from home one day a week

Salary

£42,500 (inclusive of London contribution of £2,200) with pay review increase for 2024/2025 academic year.

Location

IntoUniversity Head Office, 95 Sirdar Road, London W11 4EQ.

Annual leave

33 days (inc bank & public holidays)
+ additional 2 closure days in December
+ additional length of service entitlement (one day per year of service, up to 5 days)

Staff benefits

- Employer pension contributions of 6% (and up to 8% after two years)
- Year round 'early finish' Fridays at 4.30pm
- Employee Assistance Programme
- Life Assurance
- Staff in FOCUS – rewards, competitions and prizes across the year
- Interest-free new starter loans of up to £1,000
- Summer working hours
- Cycle to Work Scheme and Travelcard Loan Scheme

Key Dates

Application deadline

Monday 25th March 9am 2024

Interviews (online)

Thursday 4th April 2024

Please contact jobs@intouniversity.org for more information

Safer recruitment

Please note that in line with our Safer Recruitment practices, the successful candidate will be subject to reference requests, safer recruitment checks and will be required to pass an Enhanced Disclosure and Barring Service (criminal records) check.

The charity's policy on the recruitment of ex-offenders can be found [here](#), and you can find full details of DBS's code of practice [here](#) and full details of Disclosure Scotland's code of practice [here](#). You can also find our Safeguarding Policy [here](#).



Please contact jobs@intouniversity.org for more information

Application and selection process



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The first stage is to complete our application form [here](#).

You will be asked to:

1. Upload your covering letter: Please tell us why the position appeals to you, why you'd like to work for **IntoUniversity**, and how your skills and experience demonstrate your suitability for the role. (Not more than 600 words.)
2. Upload your current CV, which should include full education and employment history (including dates, with no gaps left unexplained).
3. Submit video answers to two short questions (we'll provide you with full details of how to do this in the application form) to allow us to assess your delivery style.

We will invite shortlisted candidates to attend an Initial (online) interview. We will also ask you to complete a short exercise on the day to assess your organisational and written communication skills.

We are committed to providing reasonable adjustments throughout our recruitment process and we'll always endeavour to be as accommodating as possible.

If you require a different format of the application form, such as large print or Word format, or if you would like to discuss any specific requirements, please get in touch with us at jobs@intouniversity.org or call 0207 243 0242 and ask to speak to a member of the HR Team.

For further information on accessibility and adjustments during our recruitment process, and our commitments as a Disability Confident Committed Employer, please visit the Accessibility FAQs page on our website at <https://intouniversity.org/content/accessibility>



**Who are we
looking for?**



Who are we looking for?

We are looking for people who can demonstrate our Values. **Talent, Quality, Compassion, Aspiration** and **Teamwork**.

You'll also have:

- Demonstrable knowledge and experience of project management for example delivering or designing effective educational or training programmes
- Experience of delivering effective training sessions
- Excellent written communication

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Talent:

At **IntoUniversity**, we value and recognise the talent of every person.

Are you someone who enjoys motivating others by reinforcing their self-belief? We need staff who will believe in our young people. You will also actively support the professional development of your team members.

Quality:

At **IntoUniversity**, we complete everything to the highest possible standard

Are you someone who is self-motivated, with a clear sense of ownership of tasks and duties?

You will take pride in being efficient in all aspects of your work. You will have a growth mindset, embracing challenges and reflecting on how to develop and improve. You will also have the ability to plan and prioritise tasks and meet deadlines in a fast-paced environment.

Compassion:

At **IntoUniversity**, we practise pastoral, long-term care

Are you someone who is kind and supportive of others? We need senior managers who are conscious of the operational requirements of the charity whilst maintaining a compassionate and thoughtful approach to our staff team.

Aspiration:

At **IntoUniversity**, we behave aspirationally and positively

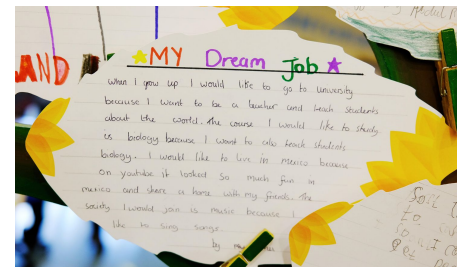
Are you someone who has a positive outlook? We need team members to be able to demonstrate a positive 'we can' ethos when responding to challenges. You will also need excellent communication skills to be able to communicate the ethos and value of the **IntoUniversity** programme to a range of audiences.

Teamwork:

At **IntoUniversity**, we promote teamwork and togetherness

Are you someone who enjoys working as part of a team to achieve shared goals? We work to transform the landscape of Higher Education in the UK and we want people with the vision and drive to help us make that a reality.

You will be supportive of colleagues, students and stakeholders and will enjoy forming a wide range of supportive professional relationships within and beyond the charity.



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Eligibility criteria, qualifications and experience

Eligibility criteria and experience:

- Have a minimum of three years' experience working with children and young people, including experience producing resources, working on curriculum design or developing programmes for young people
- Have a minimum of two years' experience of project management; for example, a qualified teacher might have experience leading a subject stream or holding a whole-school responsibility
- Have experience of safeguarding young people and implementing safeguarding practice in an educational or community setting
- Have experience of supporting staff to develop in their roles, including teaching/delivery practice and behaviour management - this might include overseeing and implementing a quality framework, undertaking formal teaching observations and/or mentoring/coaching of an ECT
- Have an understanding of national developments in Higher Education. and their impact on young people traditionally underrepresented in Higher Education
- Have experience of confidently negotiating with a variety of stakeholders
- Have completed an undergraduate degree to a 2.2 or higher level
- Have achieved a grade C/ grade 4 or higher in GCSE Maths and English/ achieved National 5s or Standard Grade at Credit level (grades 1-2) in Maths and English (or equivalent).



The main duties of the role



What will my main duties be?

Key Responsibilities

- To work closely with the Senior Management Team:
 - providing support for and taking the lead on key projects and work streams to improve and strengthen operational effectiveness across the organisation
 - leading on dynamic, ad-hoc requests to ensure the day-to-day and long-term successful running of the charity. This will be eclectic and varied. Some examples include managing a book bursary scheme, organising visits from university access teams, providing programme-related content for meetings and funding bids, attending events and championing **Into**University's work with external stakeholders.
- To work closely with the Head of Operations and Programme Delivery (Central Functions) and the Head of People and Culture:
 - on the set-up of new centres, ensuring the process from feasibility to launch is successful and that new centres operate effectively in their launch year and beyond
 - on training and staff development, including supporting with designing content and delivering sessions on our graduate training scheme and developing ongoing CPD training for Regional Operations and Head Office Managers and Centre Leaders
 - to support with the recruitment of new staff across the charity including assessing application forms, shortlisting candidates and facilitating selection days
 - to have charity-wide oversight of the implementation of our staff mentoring scheme to support managers to develop in their roles, working with the Corporate Fundraising Team and Senior Operations Team to find and match appropriate mentors
- To work closely with the Senior Operations Team to take responsibility for implementing our Quality Framework ('Delivering Excellence in Delivery') across all of our centres to ensure that our young people receive the highest-quality teaching and learning including:
 - Working collaboratively with our Head of DEID and Head of Programmes to ensure that our Theory of Change and evidence-based practice is embedded across our programme design and delivery and supporting with the development of new learning resources and training reflecting this
 - Managing the charity-wide observation and reflections process in line with our values and ethos, to support staff in their delivery of our programmes, identifying common staff development needs and ensuring they are met
 - Providing practical advice, training and support to enable staff to implement effectively our positive behaviour management strategies - via centre visits, bespoke coaching and modelling and/or whole team training
- To join the Safeguarding Team and play a role in ensuring all safeguarding procedures and policies are implemented correctly across all of our centres and that the charity is fully compliant with safeguarding policy and procedures
- To champion diversity and inclusion in your role at all times, referring to the Diversity and Inclusion Staff Responsibilities Guide and fully supporting with the implementation of the charity's Diversity and Inclusion Strategy
- To conform with all necessary policies, regulations and legal requirements, including the Children's Act, Equal Opportunities, Data Protection, Health & Safety and Working with Vulnerable Groups
- To undertake any task that may be requested from time to time that may be consistent with the nature and scope of this post.

Get in touch

If you would like to find out more
please visit our website www.intouniversity.org,
call us on **020 7243 0242**
or email jobs@intouniversity.org

IntoUniversity Head Office
95 Sirdar Road, London, W11 4EQ

