

IntoUniversity

Director of Programme Delivery and Operations

December 2024

IntoUniversity 



Welcome from our CEO Dr Rachel Carr



Dr Rachel Carr
Chief Executive

My name is Rachel Carr and I am one of the founders of **IntoUniversity** and its current CEO.

We're an award-winning charity running local learning centres in the heart of the communities where the young people we support live. Our centres provide a high-impact education programme which includes practical learning support, pastoral care, and motivational and confidence-building activities for young people aged 7-18. Our aim is to enable students from the least advantaged neighbourhoods to realise their ambitions and achieve their wonderful potential.

As the UK's leading university access organisation, our staff team is helping 56,000 young people each year at its 44 learning centres and extension projects across England and Scotland, and we plan to scale-up our provision to 50 centres over the coming years.

We are seeking a talented **Director of Programme Delivery and Operations**, fully committed to our widening participation cause, to join the Senior Leadership Team in a pivotal role for a growing and ambitious charity.

You will have responsibility for ensuring we are providing **high quality programme delivery to young people** across our centre network, that are centres are functioning effectively, and that targets are monitored and met. And of course, you will need to have a **genuine passion and enthusiasm for working with young people** and helping them achieve their ambitions.

As a member of our Senior Leadership Team you will also play an active and key role driving forward the broader objectives of the charity including its growth plans.

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**.

If you believe that all young people deserve the chance to develop their talents 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 and I look forward to receiving your application.

A handwritten signature in black ink that reads "Rachel Carr".

Please contact jobs@intouniversity.org for more information

The role at a glance



The role at a glance

Contract

This is a permanent role. This role can be either full-time or part-time (0.8 FTE) - responsibilities will be adjusted proportionally for part-time candidates.

Start date

May 2025 (or as otherwise agreed)

Working hours

Mon and Thurs: 09:30-18:00
Tues, Weds, Fri: 09:00-17:30

We are a delivery organisation providing frontline educational services for young people. We are an organisation with team members at different stages of their career, including many in their first roles: We are committed to nurturing talent and providing a developmental culture for all. Our team works in-person 4 days per week (or 3 days for a 0.8 FTE staff member) with 1 day working from home.

Location

The role would be based at one of **Into**University centres in Birmingham, Bristol, Coventry, Leeds, Liverpool, London, Manchester or Nottingham, with regular travel across the network and to our Head Office in London.

Salary

£60,000.
Plus additional London contribution of £2,600 for London-based candidates.
Pro rata for part-time candidate.

Annual leave

33 days (inc bank & public holidays)
+ 3 closure days (two in December and one in July)
+ 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 including access to medical and legal support
- Life Assurance scheme with AIG including SmartHealth service with access to 24/7 online GP appointments
- Interest-free new starter loans of up to £1,000
- Cycle to Work Scheme and Travelcard Loan Scheme
- Enhanced maternity, paternity, shared parental and adoption pay and sick pay allowances
- Staff in FOCUS – rewards, competitions and prizes across the year

Key Dates

Application deadline

9am Monday 20th
January 2025

Interview Day (in-person)

Wednesday 29th
January 2025

Please ensure that you are available on this date.

The main duties of the role



Main duties of the role

- **The Director of Programme Delivery and Operations is a Senior Leadership Team position within the charity and reports into the Chief Operating Officer. The role is responsible for oversight of all centre programme delivery and performance across our network of 44 local learning centres (and growing).**

Key responsibilities include:

Accountability at Senior Leadership Team (SLT)

- Playing a fully active role on the Senior Leadership Team in the general management of the charity, ranging from taking forward the charity's strategic planning through to responding to the unexpected and contributing to day-to-day decisions on operational and staffing matters.
- Be accountable for centre performance, delivery, safety and safeguarding to the SLT.

Centre Operations and Performance

- Line manage the two Heads of Operations, oversee the successful operation of all IntoUniversity learning centres, being alert to potential risks to centres' operational effectiveness; ensuring that all centres are working effectively and delivering the education programme specified in the organisation's business plan.
- Ensure that KPIs are monitored and met across the IntoUniversity network, liaising with staff across the organisation including the Director of Development to manage any stakeholder relationships.
- Ensure centres are delivering in line with the organisational budget and allocating resources carefully.
- Work closely with the Director of Programme Development and Impact to ensure the quality of the IntoUniversity programme is maintained and our quality assurance systems are working effectively across the organisation.
- Work closely with the Director of Programme Delivery and Impact to measure and evaluate our impact and ensure continuous learning and improvement is embedded into our operations, including being a member of the Data and Impact working group.

Main duties of the role (continued)

Safety and Safeguarding

- Have oversight and accountability for operational safety and safeguarding across our network of centres.
- Line manage the Head of Operations (Safety & Safeguarding) to ensure that the charity is fully compliant with safety and safeguarding policy and procedures.
- Work as a member of the specialist **Into**University Safeguarding Team to identify areas of risk and mitigation and to support with the management of complex cases and ensure the organisation is aspiring for best practice at all times.
- Ensure effective response, reporting, learning and leadership for incidents across the network.
- Ensure compliance with necessary regulations and legal requirements, including the Children's Act, Equal Opportunities, Data Protection, Health & Safety and Working with Vulnerable Groups.

People Leadership and Culture

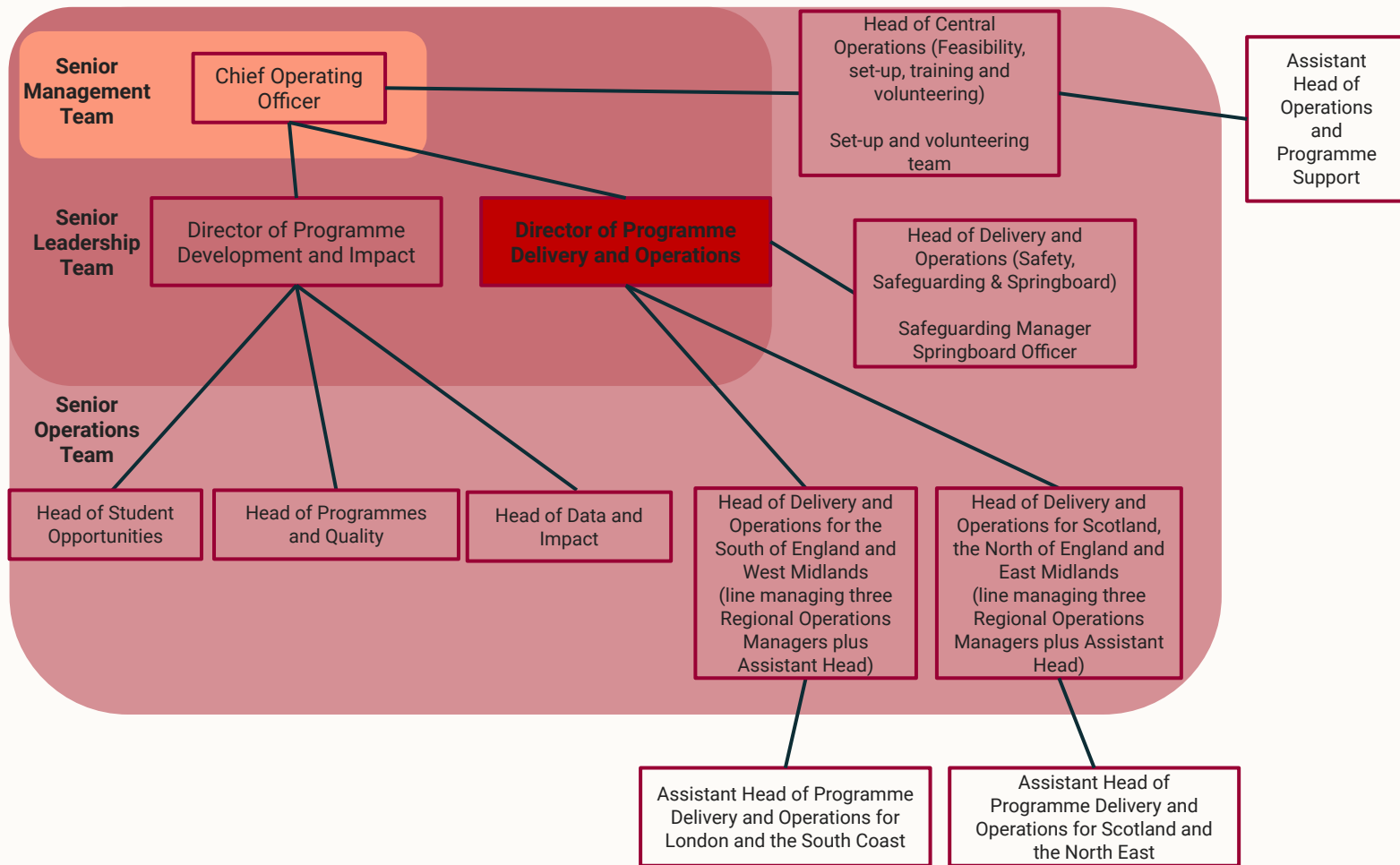
- Work closely with the Head of People and Culture and Heads of Programme Delivery and Operations to ensure day-to-day HR is managed across our centre network in line with our policies and procedures, as well as directly managing complex cases where needed.
- Maintain a high support and high performance culture that ensures staff are well supported in their roles and there is a culture of continuous learning and development.
- Ensure the ethos, values and culture of the charity are maintained across all centres, and play a lead role in upholding and strengthening these values across the wider organisation.
- 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.
- Support with recruitment and onboarding of new staff across the charity including facilitating selection days, conducting interviews and facilitating training sessions.

Other duties

- To take on specific projects for the charity as appropriate, supporting the work of **Into**University in any other reasonable ways at the request of the Chief Executive and/or Trustees.

IntoUniversity Senior Operations

IntoUniversity
Senior Operations



Who are we
looking for?



Who we are looking for - demonstrating our values

Talent, Quality, Compassion, Aspiration and Teamwork.

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 hard working and has the commitment to see things through? You will have a growth mindset and will be able to reflect on how to develop yourself as well as encourage others to consistently deliver to a high standard. You will also have highly effective organisational and time management skills.

Compassion:

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

Are you someone who is kind and supportive of others? You will have an authentic belief in and understanding of the importance of our mission to the communities and young people we serve and its impact on wider society. We need senior managers who display a compassionate and thoughtful approach in all aspects of their role.

Aspiration:

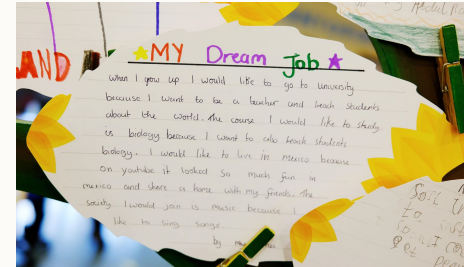
At **IntoUniversity**, we behave aspirationally and positively

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 work collegiately with colleagues and will maintain a high-support and high-performance ethos that ensures everyone can achieve in their roles and that there is a team culture of ongoing learning and development. You will also be happy to be hands-on and ready to roll your sleeves up for the team when needed.



Who we are looking for - your experience and expertise

We are looking for a candidate who has **demonstrable experience in a senior operations role** and is excited by the challenge of leading a high-impact and successful operations team.

Experience:

- Substantial experience overseeing delivery of programmes and operations for children and young people at scale, including quality assurance of delivery and problem solving.
- Substantial experience of team management, people management and high-level project management.
- Experience of developing and implementing safeguarding policy and practice in an educational setting and dealing with complex cases.
- Experience of incident management.
- Experience of confidently negotiating with a variety of stakeholders, for example headteachers, funders and universities.

Qualifications:

- Have completed an undergraduate degree to a 2.2 or higher level

Qualities:

- A dedicated team player and people leader - with experience of managing managers who can inspire, shape and develop teams comprising a mix of staff at different stages of their careers.
- Ability to deal with competing priorities, whilst remaining calm under pressure.
- Be a strategic, clear thinker, able to exercise sound judgement, high emotional intelligence and tactical decision making



Application and selection process



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Please complete our application form [here](#) by **9am on Monday 20th January 2025**.

You will be asked to upload::

1. A covering letter that sets out why you think this opportunity is the right move for you and, with reference to the criteria set out on the previous slides, how your, talents, skills, experience and ethos make you the ideal candidate for this role.

2. Upload your current CV, which should include full education and employment history (including dates, with no gaps left unexplained).

We will invite shortlisted candidates to attend interviews with our Chief Programmes Officer and Chief Operating Officer.

Interviews are planned for Wednesday 29th January 2025. These will be in person at our Head Office in London.

Please note that in line with our Safer Recruitment practices, successful candidates will be subject to an enhanced DBS 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](#).

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>



Please contact jobs@intouniversity.org for more information

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

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IntoUniversity 

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