

# IntoUniversity

## Head of Programme Delivery and Operations – South of England and West Midlands

February 2025

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 looking for a high-calibre candidate to take on the role of **Head of Programme Delivery and Operations (South of England and West Midlands)** for our centres in London and the South Coast, East of England, South West England and the West Midlands. You will line manage one Assistant Head of Programme Delivery and three Regional Operations Managers to ensure that centres are working effectively, that the high quality of programme delivery to young people is maintained across the cluster, 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 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](mailto: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 the INTOUniversity centres in Bristol, Birmingham or London, with regular travel across the network and to our Head Office in London.

### Salary

£47,800 Plus additional London contribution of £2,600 for London-based candidates.  
Pro rata for part-time candidate.

### Annual leave

*Full-time staff entitlement, pro-rated for part-time staff:*  
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
- Summer working hours (finish at 1pm on Fridays for six weeks in the summer), pro-rated for staff joining after January in the same year
- Employee Assistance Programme including access to wellbeing and legal support
- Life Assurance scheme with Aviva 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 24th February 2025

### Interview Day (in-person)

Friday 7th March 2025

Please ensure that you are available on this date.

# The main duties of the role



## What will my main duties be?

The main responsibility of the postholder is to ensure the effective and successful operation of **Into**University centres in South and East England and the West Midlands, so that young people's social, academic and pastoral needs are met and they can reach their full potential.

### **Operational and stakeholder management**

- To act as line manager for up to four Regional Operations Managers and an Assistant Head of Programme Delivery and Operations for London and the South Coast.
- To play the lead role with full support from the Senior Leadership Team in developing and strengthening multiple university partnerships across your regions, including liaising with access and widening participation teams, organising visits, attending Oversight Board meetings for each university partner and preparing reports as required.
- To be the key advocate and ambassador for **Into**University in these regions
- To work closely with **Into**University's Set-Up team to play a lead role in the expansion and launch of additional **Into**University centres in new and existing towns and cities

### **Centre Oversight**

To take full responsibility, working with the Regional Operations Managers, for the successful running of all centres and the high-quality delivery of all **Into**University programmes in your regions including:

- Ensuring that KPIs are monitored and met
- Taking the lead, along with the **Into**University central HR team and Regional Operations Managers, in ensuring that staff teams are properly managed, supported and resourced, that individual training and development needs are met and staff departures and onboarding processes are managed effectively.
- Ensuring that the operating costs at each centre in the regions are kept within budget and that centres are allocating resources carefully.
- Preparing for and attending external stakeholder meetings including fundraising visits and stewardship events as required.
- Working with the Corporate Fundraising Team and Regional Operations Managers to ensure that corporate partnerships are effective across the regions.
- Reporting to the Senior Management Team and the Trustees on **Into**University's work across these regions.

# What will my main duties be?

## Continued...

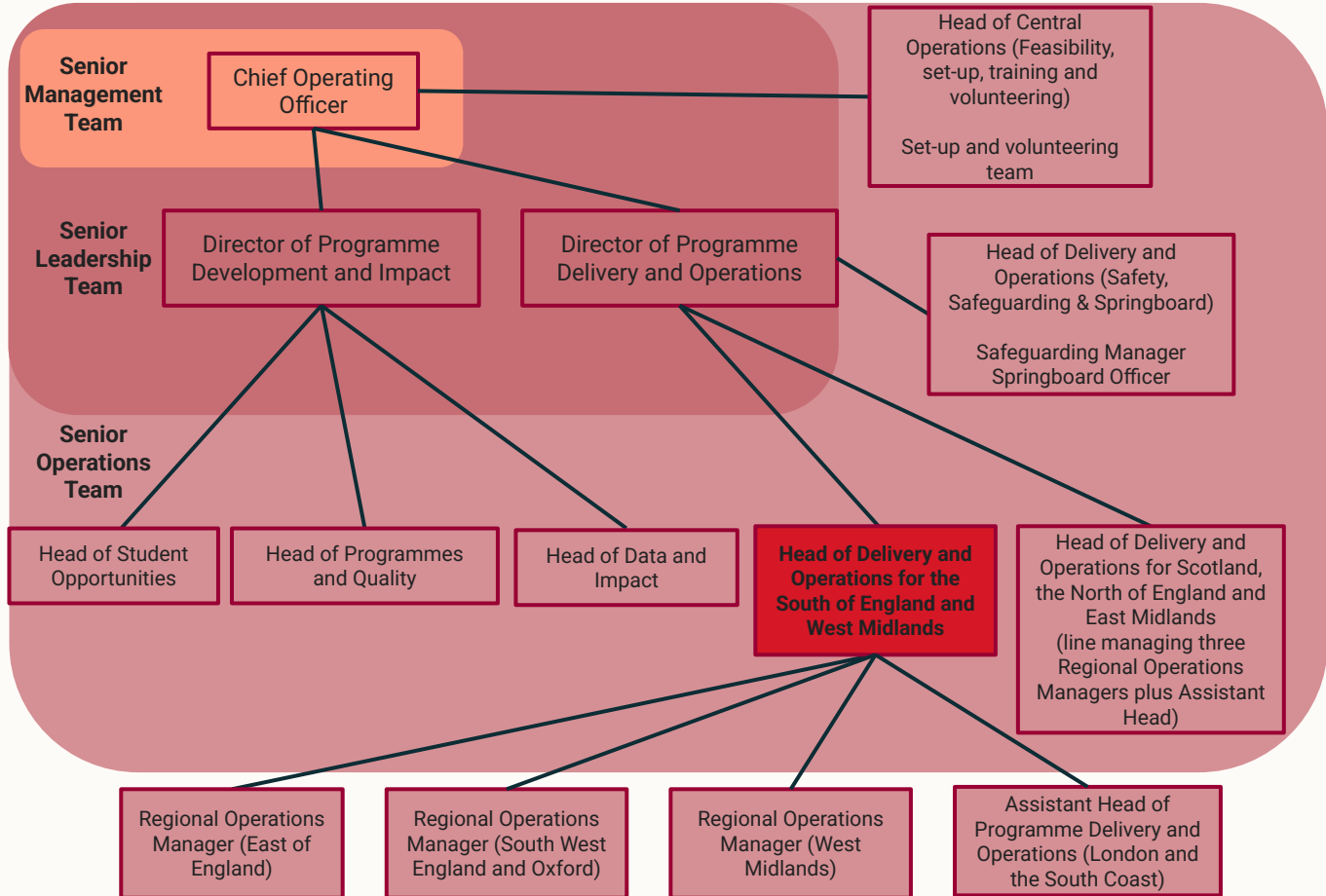
### Charity-wide responsibilities

- To play an active role in the Senior Operations Team (which comprises of senior staff from across the organisation) who have responsibility for developing our programmes, delivering staff training and supporting charity-wide operational planning and decision making.
- To ensure that the ethos, values and culture of the charity are maintained across all centres and staff teams, as well as playing a lead role in upholding and strengthening these values across the wider organisation.
- 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 support fully with recruitment and onboarding of new staff across the charity (such as Regional Operations Managers, Centre Leaders and Graduate Education Workers) including assessing application forms, inputting into shortlisting candidates, facilitating selection days, conducting interviews and supporting with delivering the graduate training programme.
- To plan and deliver effective and impactful training sessions to staff at different levels of seniority at **IntoUniversity** (e.g. our Graduate Training Programme, manager training, ongoing CPD training sessions e.g. **IntoUniversity's** Leadership Exploration and Development Programme - LEaD).

### Compliance

- To work with the Safeguarding Team and Regional Operations Managers to ensure all safeguarding procedures and policies are implemented correctly at the centres in the regions, and that the charity is fully compliant with safeguarding policy and procedures.
- To work with the Senior Management Team, the Facilities team and Regional Operations Managers to take responsibility for Health and Safety at the centres in the regions.
- To ensure compliance with all necessary 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.

# IntoUniversity Senior Operations





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**.

### 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 and support them to succeed. You will 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?** We need people who take pride in their work and will continually strive to develop programmes to the best of their abilities. You will have a growth mindset, embracing challenges and reflecting on how to develop and improve. You will also have highly effective organisation and time management skills, and be able to carry out effective evaluation.

### Compassion:

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

**Are you someone who is kind and supportive of others?** We need team members who are committed to building an inclusive culture in which everyone is valued for the unique people they are.

### Aspiration:

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

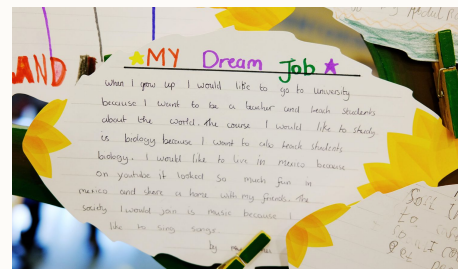
**Are you someone who has a positive outlook?** We need team members to be able to demonstrate a positive 'we can' ethos when responding to challenges. You will also need excellent communication skills to be able to communicate the ethos and value of the **IntoUniversity** programme to a range of audiences.

### 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 committed to building an inclusive culture in which everyone is valued for the unique people they are.



## Eligibility criteria, qualifications and experience

### Eligibility Criteria:

- Have a minimum of three years' experience working with children and young people, or working on curriculum or development of programmes for young people (or a combination of both)
- Have a minimum of two years' experience of people management and/or high-level project management; for example, a qualified teacher might have experience leading a subject stream or holding a whole-school responsibility

### Qualifications:

- 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).

### Experience:

- Have experience of safeguarding young people and implementing safeguarding practice in an educational setting
- Be able to apply knowledge of the college system, F.E. and H.E. (e.g. UCAS applications) to help young people decide about their futures; and have knowledge of national developments in H.E. and their impact on young people traditionally underrepresented in H.E
- Have experience of confidently negotiating with a variety of stakeholders, for example head teachers, funders and universities
- Have previous experience of managing teams
- Have previous experience of managing multiple projects



# Application and selection process



## Application and selection process

Please complete our application form [here](#) by **9am on Monday 24th February 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 Friday 7th March 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](#).

### Use of AI

At **Into**University, we might use technology to help us to manage the recruitment process, but we don't make decisions based on artificial intelligence (AI). We have a human approach to hiring and all applications are reviewed and assessed by our team.

Similarly, we recognise that AI can be a useful tool to support you when you're applying for a job, but what we are most interested in hearing about is **your** individual motivation, experience, skills and values, so please be yourself!

There are ways that AI can be really helpful - for example, you might choose to use it to proofread your application, including checking for spelling mistakes or helping with formatting.

There are also some pitfalls to avoid when using AI. To ensure that your application stands out, avoid standard AI answers, and make sure that your responses reflect your own thoughts and experiences. For example, we'd strongly suggest that you don't ask AI to answer why you want to work for **Into**University - the AI software doesn't know what motivates you. We want to hear from you!

And of course, we have no expectation for candidates to use AI - if you'd prefer not to use AI at all, that's absolutely fine.

## Accessibility and adjustments

**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](mailto: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>



# Get in touch

If you would like to find out more  
please visit our website [www.intouniversity.org](http://www.intouniversity.org),  
call us on **020 7243 0242**  
or email [jobs@intouniversity.org](mailto:jobs@intouniversity.org)

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