

IntoUniversity Assistant Head of Programme Delivery and Operations (London and the South Coast)

March 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 **Assistant Head of Programme Delivery and Operations** to oversee up to 14 centres across London and the South Coast. You will line manage 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 clusters, 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 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 agreed with candidate.

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

This role would be based between **Into**University centres and our Head Office in London. There will be frequent travel to centres across London, Southampton and Brighton, and occasional travel to other parts of our network.

Salary

£46,100 (inclusive of London contribution of £2,600)
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
- 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 medical 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 31st
March 2025

Interview Day (in-person)

Wednesday 9th
April

Please ensure that
you are available on
this date.

The main duties of the role



What will my main duties be?

Centre Performance and Oversight

Take responsibility, working with the Regional Operations Managers, for the successful running of centres and the high-quality delivery of all **Into**University programmes in London and the South Coast:

- Ensure the ethos, values and culture of the charity are maintained across all centres and staff teams.
- Ensure that KPIs are monitored and met.
- Ensure 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.
- Support the Centre Leaders in the region to plan project delivery over the academic year and liaise with existing schools and other partner bodies.
- Ensure that the operating costs at each centre in the regions are kept within budget and that centres are allocating resources carefully.

Partnerships

- Prepare for and attend fundraising meetings and stewardship events as required, working closely with the charity's fundraising teams and our university partners.
- Provide reports and reporting data for project partners and philanthropic supporters.
- Work closely with staff at the Widening Participation teams at our partner universities to ensure the effectiveness of the partnerships.
- Work with the Corporate Fundraising team, university fundraising staff, and the Regional Operations Managers to ensure that corporate partnerships are effective across the South of England

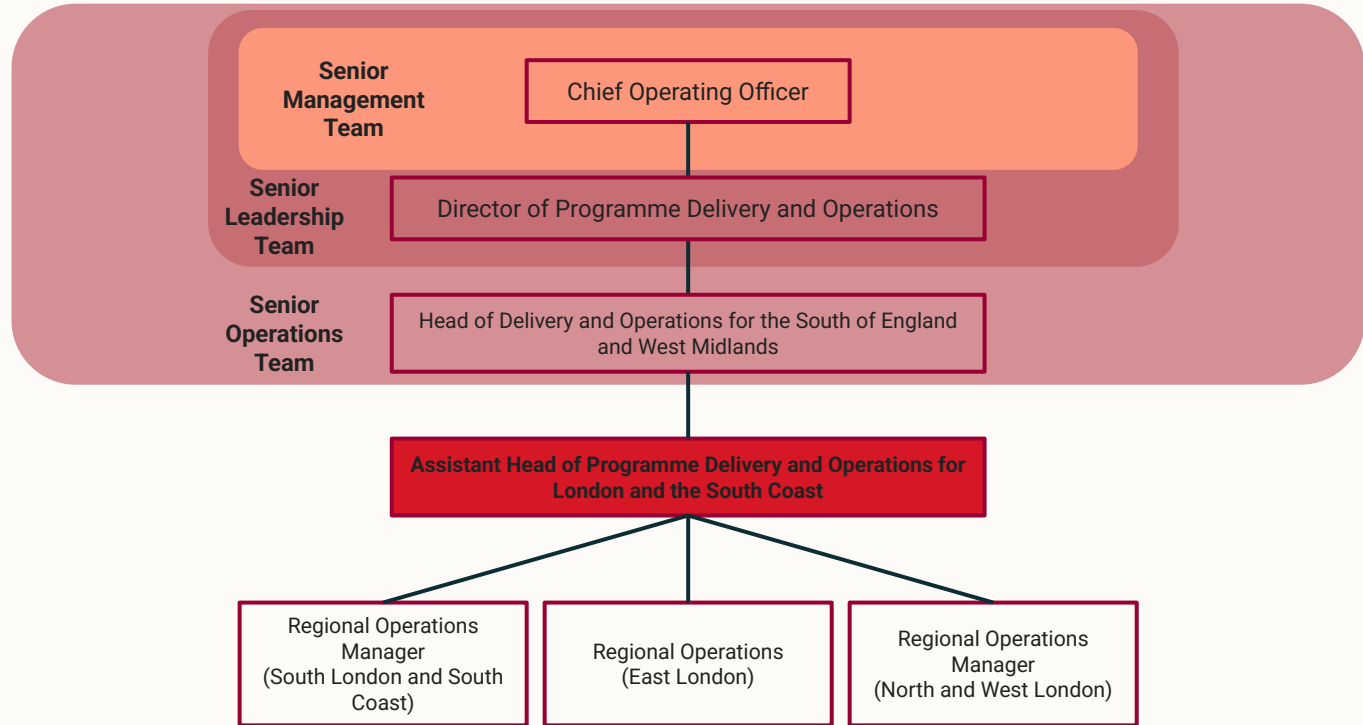
Safeguarding and Compliance

- Work with Regional Operations Managers to ensure all safeguarding procedures and policies are implemented correctly across the region and that the charity is fully compliant with safeguarding policy and procedures.
- 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. This includes being on call to respond to safeguarding concerns across the whole **Into**University network, as part of a rota.
- Work with Head of Programme Delivery and Operations, Facilities team and Regional Operations Managers to ensure Health and Safety compliance.
- 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.

Other responsibilities

- 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 the recruitment and onboarding of new staff across the charity (such as Centre Leaders and Graduate Education Workers) including assessing application forms, inputting into shortlisting candidates, facilitating selection days and supporting with delivering the graduate training programme.
- Undertake any task that may be requested from time to time that may be consistent with the nature and scope of this post.

Organisational Structure



**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. 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? 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

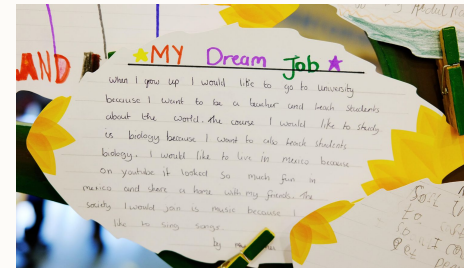
Are you someone who has a positive outlook? We need team members to be able to demonstrate a positive 'we can' ethos when responding to challenges. You will also need excellent communication skills to be able to communicate the ethos and value of the **IntoUniversity** programme to a range of audiences.

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 will enjoy forming a wide range of supportive professional relationships within and beyond the charity.



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 year's 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

Experience:

- 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
- Have experience of safeguarding young people and implementing safeguarding practice in an educational setting
- Have a good working knowledge Higher Education sector
- 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 their impact on young people traditionally underrepresented in H.E



Application and selection process



Application and selection process

Please complete our application form [here](#) by **9am on Monday 31st March 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 members of our senior management team. Interviews are planned for Wednesday 9th April 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 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,
call us on **020 7243 0242**
or email jobs@intouniversity.org

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

IntoUniversity 

Registered Charity No. 1118525 (England and Wales) SC049776
(Scotland) Company Registration No. 6019150

