

IntoUniversity Head of Operations (Projects and Central Support)

London based (with regular travel)

May 2025



Welcome from our CEO Dr Rachel Carr



Dr Rachel Carr
Chief Executive Officer
& Co-Founder

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. We have forty-five centres and extension projects across England and Scotland, with ambitious plans to scale-up our provision further over the coming years.

We are looking for a Head of Operations (Projects and Central Support) to join our team. You will work closely with the Chief Operating Officer to support the smooth running of the **IntoUniversity** network, leading on strategic projects and work streams to improve and strengthen operational effectiveness across the organisation. You will have senior responsibility for the feasibility and setup process for prospect and new centres, as well as oversight of the training needs of the organisation and line management of the Volunteering Manager. You will sit on the charity's Senior Operations Team and Safeguarding Team, and you will also play a key leadership role on the charity's Head Office team.

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 individual with operational experience for this varied and impactful role.

This role will have five key components:

Supporting the Senior Management Team with specific operational projects and priorities and managing Head Office central functions.

Managing our centre set-up team with a focus on feasibility studies for potential expansion and managing the effective set-up of our new centres.

Managing the development and delivery of operational staff training and continued professional development programme.

Joining the charity's Safeguarding Team.

Managing the charity's Volunteering Manager.

Contract

Full-time, permanent

Start date

September 2025, or as agreed with the candidate

Working hours

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

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 with 1 day working from home.

Management

The postholder will be managed by our Chief Operating Officer.

Salary

£48,700 (including London contribution)

Location

IntoUniversity Head Office at 95 Sirdar Road, London W11 4EQ with regular travel

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 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 on Monday 9th June 2025

Interviews

In person on Wednesday 18th June 2024 at

IntoUniversity's Head Office, London

Application and selection process



Application process

What is the selection process?

1. Application Submission

Please complete your application [here](#) where you'll be asked to upload your CV (which should include full education and employment history (including dates, with no gaps left unexplained) and a 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. No more than 600 words.

Deadline: **9am Monday 9th June 2025**

2. Application review

The shortlisting panel will then review your application to ensure your qualifications and experience align with the role and your values align with our charity.

3. Interview (in-person)

We will invite shortlisted candidates to attend an initial interview on 18th June 2025. We will also ask you to complete a short exercise on the day to assess your organisational and written communication skills.

We will also be in touch with candidates who are not shortlisted to let them know.

4. Outcomes

After the final interview, we will contact the successful candidate with an offer, and will offer feedback to candidates who have attended the interview and are not successful.

Use of AI

At **IntoUniversity**, 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 is 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 **IntoUniversity** - 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>



**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 strives to achieve the right outcome for each individual situation? In your role, you will be working with a wide variety of stakeholders, ranging from major university partners to small community centres. You will be able to work flexibly to find practical solutions that work for the charity and our partners

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

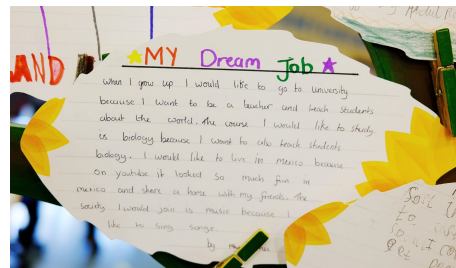
Are you someone who has a positive outlook? We need team members to be able to demonstrate a positive 'we can' ethos when responding to challenges. You will also need excellent communication skills to be able to communicate the ethos and value of the **IntoUniversity** programme to a range of audiences.

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.



Eligibility criteria, qualifications and experience

Eligibility criteria and experience:

- Have a minimum of three years' relevant experience, for example, of working with children and young people, or complex and high level project management in the third sector or working on curriculum or development of programmes for young people (or a combination of both),
- Have extensive experience of people management
- Have experience of confidently negotiating with a variety of stakeholders
- Have knowledge and experience of project management for example delivering or designing effective educational or training programmes
- Have excellent verbal and written communication
- Have experience of safeguarding young people and implementing safeguarding practice in an educational setting
- Have completed an undergraduate degree to a 2.2 or higher level
- Ideally 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

Safer recruitment

Please note that in line with our Safer Recruitment practices, successful candidates will be subject to an enhanced DBS check if selected for this role in England, and to a PVG scheme membership check if selected for this role in Scotland.

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

The main duties of the role



What will my main duties be?

Key Responsibilities

Operational Leadership and Senior Management Support

- Support the Senior Management Team by leading on strategic projects and work streams to improve and strengthen operational effectiveness across the organisation.
- Line manage key staff members to enable the delivery of responsibilities within this role, including, Assistant Head of Operations (Central Functions), Operations Manager (Feasibility, Setup and Sites), Executive Assistant and Office Manager and the Volunteering Manager.
- Act as the senior leader in Head Office, including oversight over Head Office Managers.
- Play a key role on our Senior Operations Team, including:
 - attending conferences and events on behalf of the organisation and to champion **IntoUniversity's** work.
 - Manage the planning and scheduling of organisational programme and whole team meetings, and leading on key operational briefings.
 - developing and strengthening university partnerships including liaising with access and widening participation teams and organising visits.

Safeguarding

- Join the charity's 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 IntoUniversity network, as part of a rota. Full training will be provided for this aspect of the job.

Centre feasibility and Set-up

- To manage the feasibility process for new centres, including quality assuring feasibility studies to inform Senior Management Team decision making about new centre locations.
- Acting as the senior lead, working closely with the Operations Manager (Facilities, Set Up and Sites) to take forward work streams identified in the feasibility process including identification and assessment of potential locations for new centres, community consultations, and development of relationships with key stakeholders (eg schools, universities, community groups).
- Once a new centre location is signed-off, to project manage and coordinate the set-up of a new **IntoUniversity** centre, including overseeing ongoing liaison with contractors, landlord and key external stakeholders; to work closely with the regional team to ensure a phased handover and effective launch of a new centre.

(NB this role will require significant travel).

Volunteering

- Oversee the overall volunteering needs of the organisation including managing the Volunteering Manager and supporting them with the development and implementation of a volunteering strategy.
- Support the Volunteering Manager to ensure volunteering targets are monitored and met across the **IntoUniversity** network and any related funding reporting requirements are met.
- Strive for continual improvement in our volunteering practices across the network.

What will my main duties be?

Key Responsibilities

Staff Training and Development

To provide senior oversight over operational training, working closely with the Senior Talent and Learning Manager, to:

- Lead the development and continuous improvement of our training programmes for delivery staff at all levels across the organisation.
- Plan, design and deliver aspects of our training programmes for our Graduate Scheme, Centre Leaders, Regional Operations Managers and Head Office Managers.
- Work with the HR team and Regional Operations Managers to identify staff training needs and development areas and develop plans to respond to these appropriately.

General

- 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 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.

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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