

IntoUniversity

Regional Operations Manager (fixed-term, maternity cover contract)

East London

September 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 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 over 60,000 young people each year at its 46 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 fixed term (maternity cover) role of Regional Operations Manager for our centres in East London, currently Bow, East Ham, Hackney Downs and Hackney South.

As a Regional Operations Manager you will line manage the Centre Leaders in your region 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". The signature is fluid and cursive, with a long, sweeping underline.

About Us

IntoUniversity provides local learning centres where young people are inspired to achieve.

At each local centre, **IntoUniversity** offers an innovative programme that supports young people from disadvantaged neighbourhoods to attain their chosen aspiration, including further and higher education, employment and work-based training.

Our mission is to provide local support that can break cycles of disadvantage and open up new opportunities for young people. We believe in the talent of every young person, and do not limit our support to those young people who have been labelled 'bright' or 'gifted'. We believe that, with support, every young person can progress to an excellent post-school destination and we are committed to helping them on this journey.

Our network has grown to 46 centres across England and Scotland – from Newcastle to Norwich and East Ham to Edinburgh – supporting over 60,000 young people each year. But each centre is just like our very first: a local hub for young people, based on their doorsteps.



The role at a glance



The role at a glance

Contract

Full-time, fixed-term until December 2026

Start date

December 2025 (or as otherwise agreed)

Working hours

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

(Some additional weekend & unsocial hours
will be required)

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.

Salary

£43,700 (inclusive of £2,700 London contribution).
Pro rata for part-time candidate.

Location

The role would be based at one of our centres in
the East London cluster.

Regular travel to all centres in the region will be
required.

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)

Key Dates

Application deadline

Monday 13th October
2025

Interview Day (in-person)

Thursday 23rd October
2025.

These will take place
in-person at our Head
Office.

Please ensure that you
are available on this
date.



Staff Benefits

You can read more about our benefits [here](#).



Employer pension contributions

We provide competitive pension contributions of 6% (and up to 8% after two years).



Early finish Fridays

Year round 'early finish' Fridays at 4.30pm to kick start the weekend.



Summer working hours

Summer working hours (pro-rated for staff joining after January in the same year)



Wellbeing support

Online wellbeing workshops, a confidential 24/7 helpline through our Employee Assistance Programme and corporate eyecare scheme



Life assurance

Life Assurance scheme with Aviva including SmartHealth service with access to 24/7 online GP appointments



Cycle to Work and Travelcard Loan Scheme

Loans to support the purchase of cycling equipment and annual travelcards



Family friendly policies & work life balance

Enhanced maternity, paternity, adoption, and shared parental leave alongside compassionate and time off for dependants leave



Employee experience

Staff networks, employee forums and bi-annual whole team events



Training & development opportunities

Including one personal CPD day a year and an annual Staff Conference.



Enhanced sick leave

We pay up to 60 days full pay after probation in a 12-month rolling period.



New starter loans

Interest-free new starter loans of up to £1,000



Sabbatical Leave

Opportunity to apply for sabbatical leave after two years of service (conditions apply)

Vetting and training

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 applicants with criminal records can be found [here](#), and you can find full details of DBS' code of practice [here](#) and full details of Disclosure Scotland's code of practice [here](#). You can also find our Safeguarding Policy [here](#).



What training will I receive?

You will begin with a blend of formal induction training and on-the-job training when you take up the role in order to learn everything you need to prepare you for leading an **IntoUniversity** centre.

External appointees will take part in further training alongside members of our next Graduate Scheme cohort in London. Support with accommodation and travel costs will be provided during this training period.

During your employment you will also take part in our Leadership Exploration and Development Programme (LEaD), where you will receive further training on how to set and achieve meaningful goals for personal and professional growth, as well as further examining our values and your role in the wider organisation and having the opportunity to consider and develop your own leadership profile.

Application and selection process



Application and selection process

Please complete our application form [here](#) by **9am Monday 13th October 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).
3. Answer some short questions reflecting upon how you have demonstrated the IntoUniversity values of Talent, Quality, Compassion, Aspiration and Teamwork (maximum 100 words per question).

We will invite shortlisted candidates to attend interviews with members of our management team. We will also ask you to complete a short exercise to assess your organisational and written communication skills.

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, what we are most interested in hearing about is your individual motivation, experience, skills and values. AI doesn't know about you or what motivates you - we want to hear from you!

AI may be a helpful tool, but typically leads to generic answers repeated by multiple candidates, not stand out applications. Please make sure that your responses reflect your own thoughts and experiences.

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 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 be ambitious to enhance your own professional development and to support the professional development of your team members. You will also have effective leadership qualities and the potential to develop as a leader.

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 complete tasks 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 monitoring and evaluation.

Compassion:

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

Are you someone who is kind and supportive of others? We need leaders who can motivate and interact positively with children and young people as well as with colleagues and stakeholders. You will be attuned to the pastoral needs of our students alongside supporting their learning, and you will be able to model effective positive behaviour management in classroom settings. You will also manage members of staff and volunteers compassionately and constructively.

Aspiration:

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

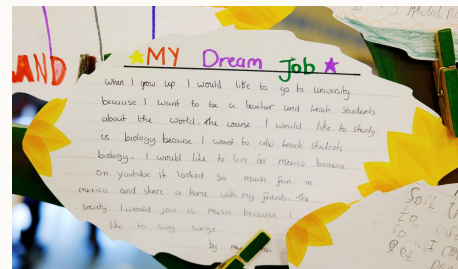
Are you someone who has a positive outlook? We need team members to be aspirational role models to our young people and to make learning come alive. You will also need excellent communication skills to be able to communicate the ethos and value of the **IntoUniversity** programme to a range of audiences including schools, university volunteers and other partners.

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 for the role

We are also looking for a two year commitment from the successful candidate in this role.

Essential Criteria:

- Have a minimum of three years' full-time paid or voluntary experience working with children and young people, or working on curriculum or programme development (or a combination of both)
- Have a minimum of one 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
- 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).
- Have the right to work in the UK (please note that as a charity we do not have the capacity to sponsor work visas).

Desirable Criteria:

- 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
- Previous experience of managing teams
- Previous experience of managing multiple projects

Additional requirements

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?

To ensure that the ethos and values of the charity are maintained in your cluster of IntoUniversity centres.

This will include:

- Acting as direct line-manager for the Centre Leaders in your region.
- Being involved in the set up activity of new centres in the region including supporting those Centre Leaders develop local school relationships.
- Ensuring that each Centre Leader has an individual package of support agreed based on their professional development needs.
- Ensuring that all centres in your cluster are working effectively and delivering the service specified in the organisation's delivery plan and that targets are monitored and met.
- Supporting the Centre Leaders in your cluster to recruit children and young people to all strands of the programme.
- Supporting the Centre Leaders in your cluster to plan project delivery over the academic year and to liaise with existing schools and other partner bodies;
- Supporting the Centre Leaders in your cluster in strengthening links with other agencies (e.g. corporates, schools, universities, and other voluntary sector bodies), attending meetings, making partnerships, regularly reviewing existing partnerships.
- Taking responsibility for managing university partnerships in your cluster.
- Supporting the Centre Leaders in your cluster to ensure that the high quality of the educational programme is maintained, targets are reached and that the pastoral needs of the children and young people are met at each centre.
- Supporting the Centre Leaders in your cluster to oversee the day-to-day running of the education centres;
- Supporting the Centre Leaders in your cluster to ensure that all delivery staff are properly managed and supported, and that specific training and development needs across the network and at individual centres are met.
- Playing an active role in the delivery of the education programme across the cluster and provide cover support when required.
- Supporting the Centre Leaders in your cluster to ensure that staff performance is thoroughly reviewed through the probationary and appraisal systems and that issues of underperformance are identified at an early stage and addressed swiftly and appropriately;
- Ensuring that the operating costs at each centre in your cluster are keeping within budget and that centres are allocating resources carefully;
- Working with the facilities team to take responsibility for Health and Safety at the centres in your cluster;

What will my main duties be? (continued)

To ensure that the ethos and values of the charity are maintained in your cluster of IntoUniversity centres. This will include:

- Working with the Safeguarding Team to ensure all safeguarding procedures and policies are implemented correctly in the centres in your cluster.
- To support the Senior Management Team (SMT) with the full process of the recruitment of Graduate Education Workers including assessing application forms, assisting with selection days, inputting into shortlisting candidates and playing a full part in developing and delivering the graduate training programme.
- To support with other recruitment within your cluster as required.
- 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 and undertake any task that may be requested from time to time that may be consistent with the nature and scope of this post;
- To support the Centre Leaders in the day-to-day financial management of the centres.
- To report to the SMT and Trustees on the work and performance of the centres in your cluster.
- To work closely with members of the **IntoUniversity** Fundraising Team to manage annual reporting to university partners.
- To champion diversity and inclusion in your role at all times, referring to the Diversity and Inclusion Staff Responsibilities Guide.
- To undertake any task that may be requested from time to time that may be consistent with the nature and scope of this post.

Please note: that there will be times throughout the year when you will be required to travel to London for meetings.



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



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