

IntoUniversity

Systems and Impact Support Officer

April 2026

IntoUniversity 



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 50,000 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 Systems and Impact Support Officer to join us to work closely with our Head of Data and Impact and Impact and Evaluation Manager. The role will include administering and developing our database, producing regular reports for varied internal and external audiences, and analysing and summarising information to support programme delivery and decision-making. As part of a small team, you'll be involved in providing key data support from the start.

Full training in Excel, Salesforce and data will be provided by the charity's experts. Prior experience in these areas is not essential, as long as you are a quick learner who is keen to develop your skills. The role is busy and fast-paced. You'll be meticulous, organised and work to high standards, with a sharp eye for detail. You will enjoy problem solving, have the ability to produce well-presented documentation and be pro-active in helping us to improve and innovate.

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

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.



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The role at a glance



The role at a glance

Contract

Full-time, permanent

Start date

As soon as possible, as agreed with candidate.

Working hours

09:00 to 17:30, Monday to Friday.

We are a delivery organisation providing frontline educational services for young people. Our Head Office team is based on the site of our North Kensington centre in West London.

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 Head Office team works in-person 4 days per week with 1 day from home.

Salary

£30,950 (including £2,700 London contribution)

Location

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

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

9am Monday 11th
May 2026

Interview Day (in-person)

Friday 15th May
2026

Please ensure that
you are available on
these dates



Staff Benefits

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



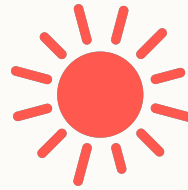
Employer pension contributions

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?

We will provide all staff joining our Head Office team with full, ongoing training to support you in your role.

You will begin with a blend of formal induction training and on-the-job training when you take up the role.

External appointees will take part in further training alongside members of our next Graduate Scheme cohort in London.

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.

There will be additional learning opportunities in the form of virtual in-house training or face-to-face learning opportunities and team meetings in Head Office.

After completing your first year in the role there will be the opportunity to apply for a promotion to Systems and Impact Officer, subject to satisfactory performance in role.

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Application and selection process



Application and selection process

Please complete our application form [here](#) by **9am Monday 11th May 2026**

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 **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, 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**.

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



Aspiration

Are you someone who has a positive outlook? We need staff who are able to demonstrate a positive 'we can' ethos when responding to challenges, and who will play a full role in enabling the charity and the head office team to meet its ambitious aspirations to support more young people realise their potential.



Compassion

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 team members who display a compassionate and thoughtful approach in all aspects of their role.



Talent

Are you someone who strives to use your talents to achieve the best outcomes for each individual situation? We need staff who are fully committed to enhancing their own personal and professional development.



Quality

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 the ability to plan, prioritise tasks and meet deadlines.



Teamwork

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 collaboratively with colleagues and stakeholders.

Eligibility for the role

In order to be eligible for the role, applicants must be able to demonstrate they have:

- The qualities shown on the previous 'Who are we looking for' page
- A clear interest in monitoring, evaluation and learning in a charity context
- Strong problem-solving skills and an ability to learn quickly
- The ability to analyse and summarise information clearly and accurately
- Excellent written and spoken communication skills
- The ability to complete high quality work to tight deadlines

Applicants must also:

- Have completed an undergraduate degree to a 2.2 or higher.
- Have the right to work in the UK for the duration of this contract (please note that as a charity we do not have the capacity to sponsor work visas).



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The main duties of the role



What will my main duties be?

- Develop expertise in the Salesforce platform (full training will be provided if required) and knowledge and understanding of the custom features developed by the charity.
- Carry out routine Salesforce administration tasks including user setup, permissions, page layouts, and basic configuration.
- Support data imports, updates and corrections, ensuring Salesforce data remains accurate and complete.
- Contribute to the development of new Salesforce features and enhancements
- Prepare regular reports for a variety of internal and external audiences including: staff delivering the programme; Regional Operations Managers; the charity's Senior Leadership and Senior Management teams; Trustees; Donors; University partners.
- Support members of the delivery and fundraising teams with Salesforce queries and requests for data and analysis
- Process evaluation forms using our Optical Mark Reading software (training will be provided).
- Assist with developing and delivering Salesforce and impact training to new members of staff.
- Work on **Into**University's ongoing impact projects such as our biennial Impact Report and our Metacognition project
- Develop expertise in the charity's impact data and its use internally and externally to develop its strategic goals.
- Keep abreast of the best practice in charity impact reporting, data collection, and legislation concerning the storage and protection of personal data.
- Undertake any task that may be requested from time to time that may be consistent with the nature and scope of this post.
- Maintain the ethos and values of the charity and positively promote the work and activities of the charity at all times.
- Champion diversity and inclusion in your role at all times, referring to the Diversity and Inclusion Staff Responsibilities.

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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