

IntoUniversity

Regional Operations Manager

North East England

May 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 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 permanent role of Regional Operations Manager for our centres in **North East England**, currently **Middlesbrough, Hartlepool, Newcastle and Gateshead**

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".

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, permanent

Start date

As soon as possible

Working hours

Monday: 9:30am – 6:00pm

Tuesday: 9am – 5:30pm

Wednesday: 9am – 5:30pm

Thursday: 9:30am – 6:00pm

Friday: 9am – 5:30pm

(Some additional weekend & unsocial hours will be required)

We are a delivery-focused organisation providing frontline educational services to young people. We are proud to have colleagues at all stages of their careers, including many in their first professional roles, and we are committed to nurturing talent and fostering a supportive, developmental culture for everyone.

This role is primarily office-based, with four days each week working on site and one day working from home.

Salary

£41,000 per annum

Location

This role could be based at one of our centres in Middlesbrough or Gateshead

The role requires frequent travel in your region (usually within the day), journey times can be 1 hour+. Intermittent travel out of the area is also required e.g. to London, this may include occasional overnight stays.

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)

Key Dates

Application deadline
9am Thursday 4th June
2026

**Interview Day
(in-person)**
Thursday 18th June
2026

Please ensure that you are available on these dates



Staff Benefits

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



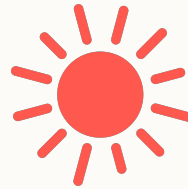
Employer pension contributions

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)

Application and selection process



Application and selection process

Please complete our application form [here](#) by **9am Thursday 4th June 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 to be aspirational role models to our young people and 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.



Compassion

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.



Talent

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 also be ambitious to enhance your own professional development and to support the professional development of your team. You will also have effective leadership qualities.



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. 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.



Teamwork

Are you someone who enjoys working as part of a team to achieve shared goals? We aim to transform UK Higher Education and seek driven, visionary people who are kind and supportive to colleagues, students, and stakeholders. You will also be 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

You will also be required to have a current UK driving license and have access to a car for work purposes in order to travel between the centres in your region.

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?

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

Leadership of the North East England Cluster

- Support Centre Leaders in your cluster of **Into**University centres to ensure that high quality delivery of educational programme is maintained and the pastoral needs of the students are met;
- Ensure that all centres in your cluster are working effectively to deliver the service specified in the organisation's delivery plan; and that targets are monitored, met and reported on;
- Support Centre Leaders in your cluster to recruit children and young people to programmes;
- Ensure that the ethos and values of the charity are maintained across your cluster;
- Play an active role in the delivery of education programmes across the cluster and provide cover support when required.

High quality line management support

- Act as line-manager for Centre Leaders in your cluster;
- Support Centre Leaders in your cluster to plan project delivery over the academic year and to liaise with existing schools and other partner bodies;
- Ensure that each Centre Leader has an individual package of support agreed based on their professional development needs.

Strong partnership management

- Manage university partnerships in your cluster;
- Support Centre Leaders in your cluster in strengthening links with other agencies (e.g. corporates, schools, universities, and other voluntary sector bodies), attending meetings and regularly reviewing existing partnerships;
- Work closely with the **Into**University Fundraising Team on annual reporting to university partners.

Development of people and teams

- Support 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;
- Support 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;
- Support the SMT with the full process of the recruitment of Graduate Education Workers and playing a full part in developing and delivering the graduate training programme;
- To support with other recruitment across the network as required;
- Champion diversity and inclusion at all times, referring to the Diversity and Inclusion Staff Responsibilities Guide.

Centre Operations

- Work with the facilities team to take responsibility for Health and Safety at the centres in your cluster;
- Support set up of new centres in the region as required;
- Support Centre Leaders in the day-to-day financial management to ensure that operating costs are within budget and that centres are allocating resources carefully;
- Undertake any task that may be requested from time to time that is consistent with the nature and scope of this post.

Compliance

- Work with the Safeguarding Team to ensure all safeguarding procedures and policies are implemented correctly in the centres in your cluster;
- 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.

Vetting and training

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 in Summer 2026. 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.



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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IntoUniversity 

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