

IntoUniversity

Executive Assistant and Office Manager

July 2026



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 across England and Scotland, and we plan to scale-up our provision over the coming years.

We are looking for a high-calibre candidate to join as Office Manager and Executive Assistant. You will be the main point of contact for our Senior Management Team, Trustee Board and Advisory Panel members and have the inside track on how the charity plans and implements both its strategic growth and its day-to-day operations. You will also act as Office Manager in our Head Office, and be part of our Facilities Team supporting our sites across the network.

The role is **challenging and varied**. You will work with a wide range of our stakeholders, both internally and externally, taking a professional yet friendly approach – you will have strong interpersonal and communication skills. You will have excellent organisational and analytical skills and be able to demonstrate meticulous attention to detail, excellent written skills and will be highly efficient. You will need to be able to gain the respect required to act as the **voice of the CEO**.

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 the first name "Rachel" being more prominent than the last name "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.



The role at a glance



The role at a glance

Contract

Part-time (30 hours per week), permanent

Start date

September 2026 (or as otherwise agreed with candidate)

Working hours

30 hours per week (*typically 4 days per week, 09:00 to 17:30, but alternate patterns can be discussed with candidates*)

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.

Role is mainly office-based, with the opportunity to work from home one day per week.

Salary

£40,000 per annum pro rata (including £2,800 London contribution)

Pro-rated salary for 30 hours per week (0.8 FTE) is £32,000 per annum

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

9:00am Monday
27th July 2026

Interview Day (in-person)

Monday 3rd
August 2026

*If you are not available
on the interview date
above please do still
apply!*

*There will be the
opportunity to let us
know this on your
application and if you
are invited to interview
we will endeavour to
make alternative
arrangements.*



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 with 1pm finishes on Fridays for six weeks (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



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.



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)

The main duties of the role



What will my main duties be?

Executive Assistant Duties

- To provide and coordinate support to facilitate the leadership and decision-making roles of the CEO and Senior Management Team, including:
 - Providing diary management for the CEO and Senior Management Team, liaising with a wide range of stakeholders and ensuring that time is deployed to best advantage
 - Proactively organising internal and external meetings, including researching and preparing relevant briefing papers and arrangement of travel;
 - Acting as a trusted partner for the Senior Management Team, executing administrative duties at the highest level, including managing time-critical, sensitive and/or confidential information.
 - Preparing agendas, attending and summarising actions and supporting with timely follow-up for a wide range of key management meetings.
- To work with the Senior Management Team to ensure the smooth governance of the charity including:
 - Acting as the key liaison between the Senior Management Team and Trustee Board
 - Organising, administrating and minuting meetings for the Trustee Board, Advisory Panel, and other Board committees;
 - Supporting the CEO in making sure the decisions of the board are implemented;
 - Ensuring that the charity follows best practice in its governance policies and procedures;

- To support with a range of ad-hoc strategic and day-to-day tasks and projects for members of the Senior Management Team - ranging from research into a new government policy, through to preparing an overview of a charity partner ahead of a key meeting
- To work with the Senior Management Team to organise charity-wide events such as the annual staff conference, network-wide team days, and other events as required, including providing creative input on themes/activities and speakers and helping to make sure that everything runs smoothly.

Office Management Duties

- To act as Office Manager in the charity's Head Office, ensuring that it is smooth running and well maintained, ranging from overseeing room logistics to managing relationships with office suppliers.
- To take a leadership role within Head Office, leading Head Office team meetings, and organising events for Head Office staff.
- To work as the part of the facilities team to support the resolution of facilities issues in the charity's sites across the network, providing advice and support to teams, and working with the charity's external advisors.

General

- Representing the charity at external events and acting as an ambassador for our work.
- Maintaining the ethos and values of the charity and positively promoting the work and activities of the charity at all times.
- Championing diversity and inclusion in your role at all times, referring to the Diversity and Inclusion Staff Responsibilities Guide.

**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 enjoys motivating others by reinforcing their self-belief? You will be someone who actively seeks solutions to problems and uses initiative. You will be ambitious for yourself, the charity and the young people we serve, seeking to innovate and improve wherever possible and support your team's professional development.



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:

- Have **demonstrable experience** working with **senior leaders** in an organisation, ideally in an Executive Assistant or Office Management capacity, or in roles requiring comparable skill sets in the not-for-profit sector..
- Take pride in being **supremely efficient and very well organised**, with the ability to manage a wide range of demands effectively, and actively and successfully seek solutions to problems.
- Have excellent interpersonal skills and be able to **communicate effectively** with a broad range of people – from new staff members to Trustees and university partners
- Have experience managing complex **scheduling and diary needs**.
- Ideally have experience of working in the **not-for-profit sector**.
- Have a **proactive, hands-on attitude**, happy to roll their sleeves up and get things done.
- Be discrete and able to sensitively handle **confidential information**
- Have previous experience of **events planning and management**.
- 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).



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](#).



Application and selection process



Application and selection process

To apply, please complete the application process [here](#) by **9am Monday 27th July 2026** where 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 in this job description, 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 management team. Candidates may be asked to complete some additional activities as part of the selection process.

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>



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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