

IntoUniversity

Director of Programme Delivery and Operations (maternity cover)

September 2026



Welcome from our CEO Dr Rachel Carr



Dr Rachel Carr
Chief Executive

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.

We are seeking a talented **Director of Programme Delivery and Operations (maternity cover)**, fully committed to our widening participation cause, to join the Senior Leadership Team in a pivotal role for a growing and ambitious charity.

You will have responsibility for ensuring we are providing **high quality programme delivery to young people** across our centre network, that are centres are functioning effectively, 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 member of our Senior Leadership Team you will also play an active and key role driving forward the broader objectives of the charity including its growth plans.

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.

Please contact jobs@intouniversity.org for more information

The role at a glance



The role at a glance

Contract

This is a fixed-term, maternity cover role until at least end of November 2027.

This role can be either full-time or part-time (0.8 FTE) - responsibilities will be adjusted proportionally for part-time candidates.

Start date

January 2027 (or as otherwise agreed)

Working hours

Mon and Thurs: 09:30-18:00

Tues, Weds, Fri: 09:00-17:30

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.

Location

The role would be based at one of our **IntoUniversity** centres in Birmingham, Bristol, Coventry, Leeds, London, Manchester or Nottingham, with regular travel across the network and to our Head Office in London.

Salary

£62,500

(Plus additional London contribution of £2,800 for London-based candidates)

Pro rata for part-time candidate.

Annual leave

This is the full-time staff entitlement and will be 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 28th
September

Interview Day (in-person, at our Head Office in London)

Wednesday 7th
October

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 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 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.



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



Main duties of the role

The Director of Programme Delivery and Operations is a Senior Leadership Team position within the charity and reports into the Chief Operating Officer. The role is responsible for oversight of all centre programme delivery and performance across our network of 46 local learning centres (and growing).

Key responsibilities include:

Accountability at Senior Leadership Team (SLT)

- Playing a fully active role on the Senior Leadership Team in the general management of the charity, ranging from taking forward the charity's strategic planning through to responding to the unexpected and contributing to day-to-day decisions on operational and staffing matters.
- Be accountable for centre performance, delivery, safety and safeguarding to the SLT.

Centre Operations and Performance

- Line manage the two Heads of Operations, oversee the successful operation of all **IntoUniversity** learning centres, being alert to potential risks to centres' operational effectiveness; ensuring that all centres are working effectively and delivering the education programme specified in the organisation's business plan.
- Ensure that KPIs are monitored and met across the **IntoUniversity** network, liaising with staff across the organisation including the Director of Development to manage any stakeholder relationships.
- Ensure centres are delivering in line with the organisational budget and allocating resources carefully.
- Work closely with the Director of Programme Development and Impact to ensure the quality of the **IntoUniversity** programme is maintained and our quality assurance systems are working effectively across the organisation.
- Work closely with the Director of Programme Delivery and Impact to measure and evaluate our impact and ensure continuous learning and improvement is embedded into our operations, including being a member of the Data and Impact working group.

Main duties of the role (continued)

Safety and Safeguarding

- Have oversight and accountability for operational safety and safeguarding across our network of centres.
- Line manage the Head of Safeguarding to ensure that the charity is fully compliant with safety and safeguarding policy and procedures.
- Work as a member of the specialist **Into**University Safeguarding Team to identify areas of risk and mitigation and to support with the management of complex cases and ensure the organisation is aspiring for best practice at all times.
- Ensure effective response, reporting, learning and leadership for incidents across the network.
- Ensure compliance with necessary regulations and legal requirements, including the Children's Act, Equal Opportunities, Data Protection, Health & Safety and Working with Vulnerable Groups.

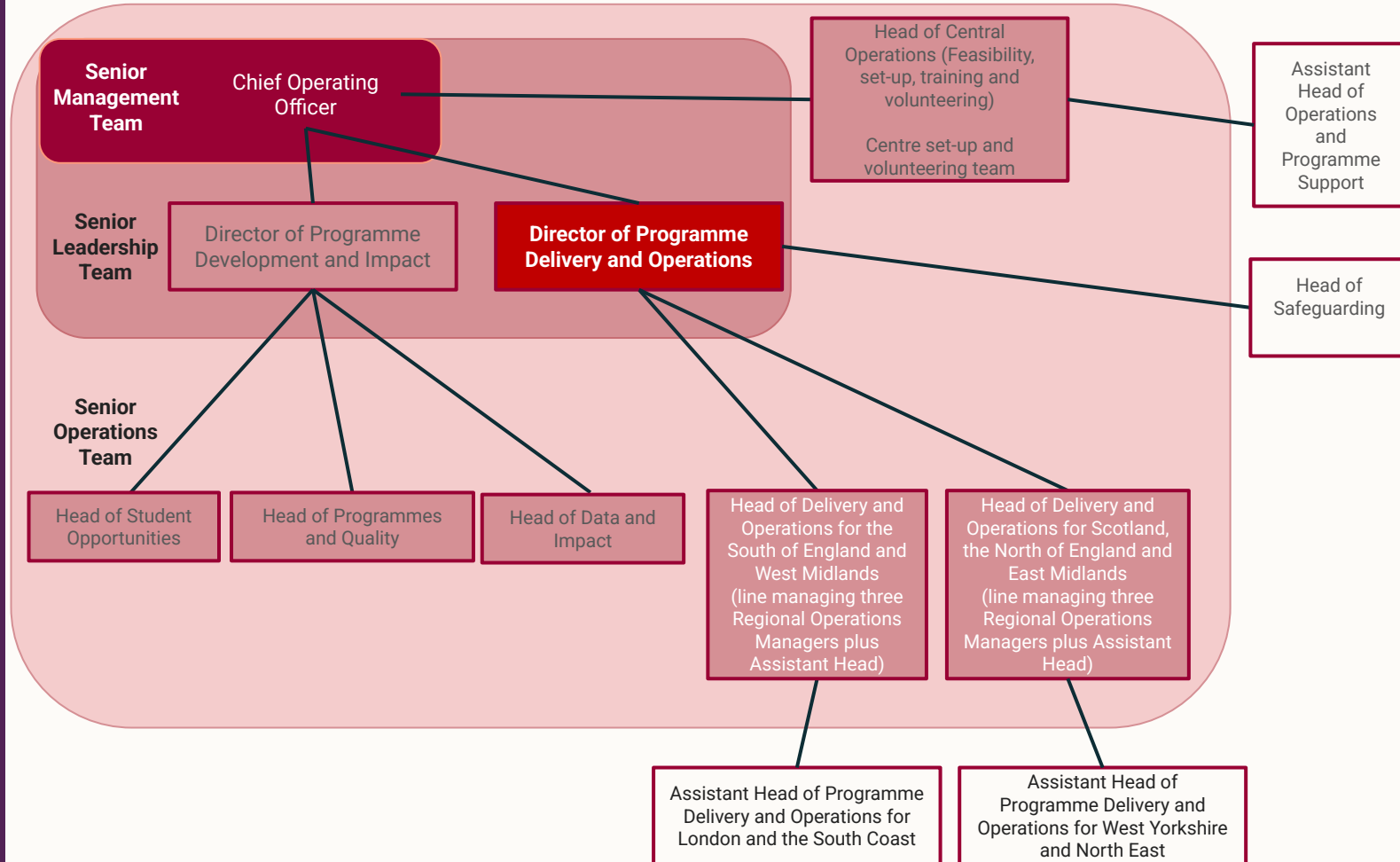
People Leadership and Culture

- Work closely with the Head of People and Culture and Heads of Programme Delivery and Operations to ensure day-to-day HR is managed across our centre network in line with our policies and procedures, as well as directly managing complex cases where needed.
- Maintain a high support and high performance culture that ensures staff are well supported in their roles and there is a culture of continuous learning and development.
- Ensure the ethos, values and culture of the charity are maintained across all centres, and play a lead role in upholding and strengthening these values across the wider organisation.
- 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.
- Support with recruitment and onboarding of new staff across the charity including facilitating selection days, conducting interviews and facilitating training sessions.

Other duties

- To take on specific projects for the charity as appropriate, supporting the work of **Into**University in any other reasonable ways at the request of the Chief Executive and/or Trustees.

IntoUniversity Senior Operations and reporting lines



**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 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.



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 senior managers who display a compassionate and thoughtful approach in all aspects of their role.



Teamwork

Are you someone who enjoys working as part of a team to achieve shared goals? We're working 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 collegiately with colleagues and will maintain a high-support and high performance ethos that ensures everyone can achieve in their roles and that there is a team culture of ongoing learning and development. You will also be happy to be hands-on and ready to roll your sleeves up for the team when needed.



Quality

Are you someone who is hard working and has the commitment to see things through? You will have a growth mindset and will be able to reflect on how to develop yourself as well as encourage others to consistently deliver to a high standard. You will also have highly effective organisational and time management skills.



Talent

Are you someone who enjoys motivating others by reinforcing their self-belief? We need staff who will believe in our young people. You will also actively support the professional development of your team members.

Who we are looking for - your experience and expertise

We are looking for a candidate who has **demonstrable experience in a senior operations role** and is excited by the challenge of leading a high-impact and successful operations team.

Essential Experience:

- Substantial experience overseeing delivery of programmes and operations for children and young people at scale, including quality assurance of delivery and problem solving.
- Substantial experience of team management, people management and high-level project management.
- Experience of developing and implementing safeguarding policy and practice in an educational setting and dealing with complex cases.
- Experience of incident management.
- Experience of confidently negotiating with a variety of stakeholders, for example headteachers, funders and universities.

Qualifications:

- Have completed an undergraduate degree to a 2.2 or higher level

Qualities:

- A dedicated team player and people leader - with experience of managing managers who can inspire, shape and develop teams comprising a mix of staff at different stages of their careers.
- Ability to deal with competing priorities, whilst remaining calm under pressure.
- Be a strategic, clear thinker, able to exercise sound judgement, high emotional intelligence and tactical decision making.

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](#).



Application and selection process



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Please complete our application form [here](#) by **9am Monday 28th September 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).

We will invite shortlisted candidates to attend interviews with our Chief Operating Officer and Head of People and Culture.

Interviews are planned for Wednesday 7th October 2026. These will be in person at our Head Office in London.

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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(Scotland) Company Registration No. 6019150

