

# PROGRAMME COORDINATOR FUTURE CHARITY LEADERS PROGRAMME

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## JOB DESCRIPTION AND APPLICATION PACK



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## Hello from our CEO, Nick Bent

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Since being founded in 2012, upReach has grown into one of the leading social mobility charities in the UK, helping thousands of students from less-advantaged backgrounds to secure professional jobs. However, with the pandemic exposing and exacerbating existing inequalities in society, social mobility risks going into decline.

upReach have shown we can consistently deliver high quality, high impact programmes, this being recognised through the long term support of our partners, and winning multiple national awards. As I begin my first year as upReach's CEO, having joined in January 2023, I believe upReach must be ambitious in our future plans, and aspire to offer support to every undergraduate from a disadvantaged background who seeks it.

By 2024/25, we want to be supporting 4000 students across our intensive programmes to help them reach their full potential.

- We will maintain or increase the proportion of Associates who secure highly skilled and (within that) top graduate jobs, relative to appropriate benchmarks of similar students.
- Recognising that they are under-represented, we will support more students from outside London, and those from social mobility cold spots.

In addition, we also want to extend our reach beyond our core programmes, so that we can reach many thousands more students and young people from lower income backgrounds to have the best graduate job opportunities possible.

However, we can't do this without building a fantastic team to deliver our mission. Through joining the Future Charity Leaders Programme you will play a crucial role in our important work, directly working with those whom we support. You will receive exceptional training and development opportunities and the chance to experience all aspects of charity management. No two days will ever be quite the same in this exciting role, but whatever you may be doing, you will have the chance to make a real impact.

We're a vibrant and friendly group who care deeply about making a difference. If this sounds like you, we would love for you to join us.

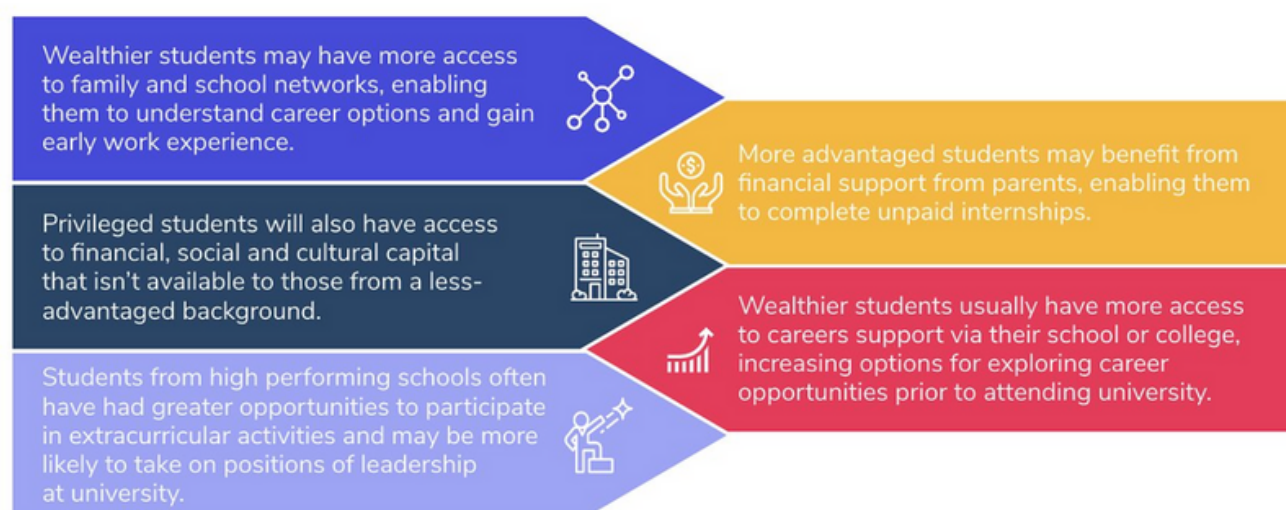
*Nick Bent.*



## About upReach

Do you think that your socio-economic background should determine your career prospects? upReach's vision is of a society in which everybody has an equal opportunity to realise their full career potential. We help students from less-advantaged backgrounds achieve their career potential by providing an intensive programme of support that addresses socio-economic barriers to graduate employment.

Our work is important because right now a student from a disadvantaged background who gains a first-class degree from a top university is less likely to secure an elite job than a more privileged student with a 2.2.



We are an award-winning charity employer working to address this issue in partnership with employers and universities. Building on the success of the past five years, upReach's current partners include Allen & Overy, the Civil Service, Goldman Sachs, PwC, and Slaughter and May. We also partner with universities including Exeter, King's College London, Liverpool, Warwick and Manchester.

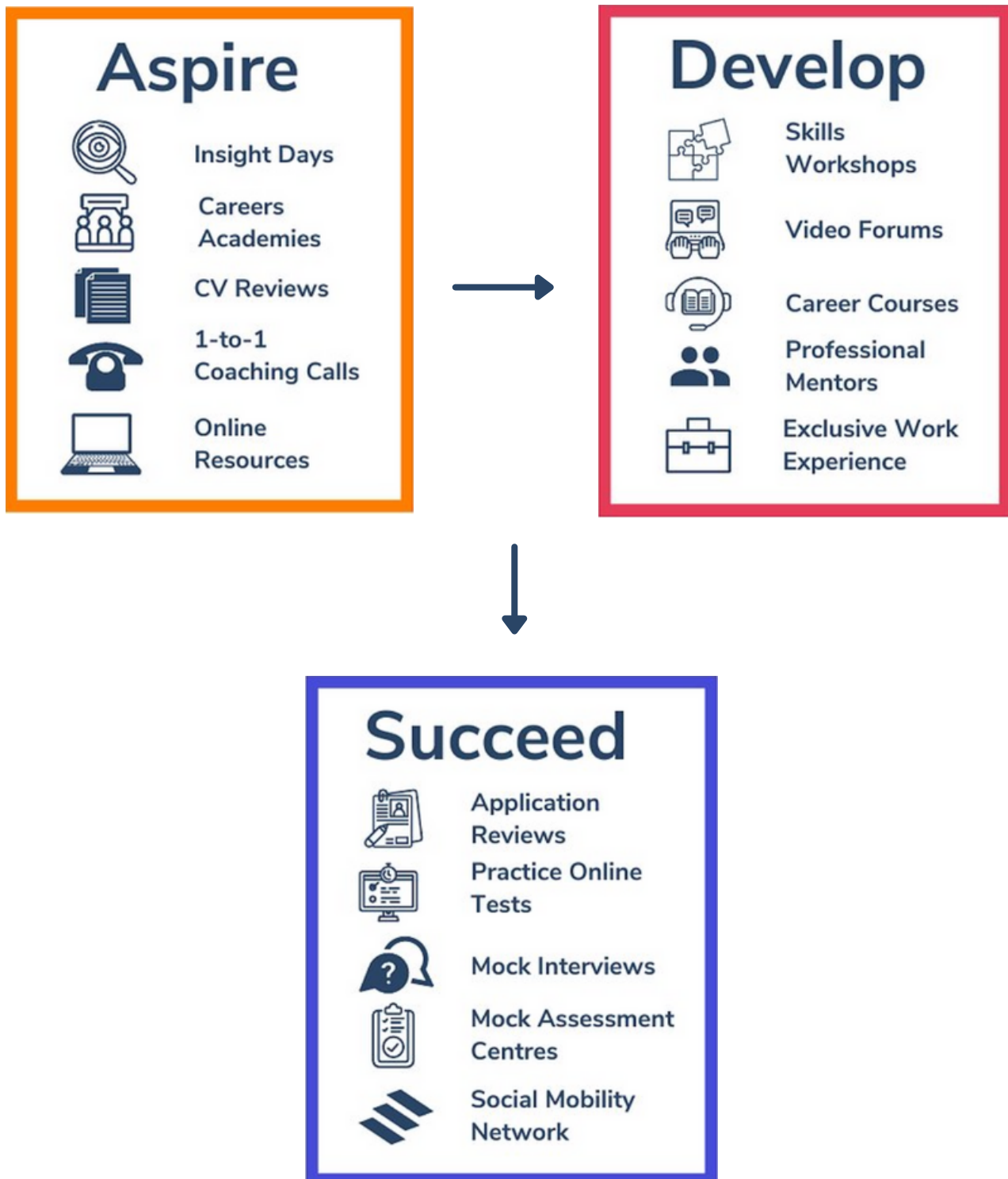
This academic year, 3000 undergraduates (we call them upReach Associates) will be supported through our unique programme of application support, soft skills workshops, Insight Days, mentoring and professional experience.

To find out more about upReach and how we support our students, [visit our website](#) and [read our Annual Report](#). You can also read our [2022-25 Strategy](#), which details how we hope to support many thousands more students over the next few years.

[To start your application to join upReach, click here.](#)

## upReach's Programme of Support

Undergraduates from low socio-economic backgrounds still struggle to compete with their more privileged peers in the graduate labour market. Our programmes of support help to address this issue.



[To start your application to join upReach, click here.](#)

## About the Role

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upReach is recruiting for our unique Future Charity Leaders Programme (FCLP). This opportunity would suit individuals who are passionate about social mobility, and are looking to gain exposure to various aspects of charity management whilst working with university students who are exploring their career options. We would welcome applications from those with experience in the corporate world who are looking for a career change or recent graduates wanting to kick-start their career in the third sector.

### Key Information:

**Location:** Bristol, Newcastle, Nottingham or Manchester.

**Hours:** 37.5 hours per week, flexible working around core hours of 10-4pm

**Start Date:** 8th January 2024, with some immediate positions also available

**Duration:** 18-month graduate programme, with optional apprenticeship opportunity following initial 18-month training programme. Permanent contract.

**Salary:** £25,800 per annum

**Deadline:** 12pm Wednesday 27th March. We will be assessing applications on an ongoing basis so if you are interested in an immediate start, we recommend applying early.

[To start your application to join upReach, click here.](#)



## About the Future Charity Leaders Programme

upReach's Future Charity Leaders Programme (FCLP) is a graduate programme combining delivery work supporting our Associates (4 days per week) with exposure to a range of aspects of charity management (1 day per week).

As a Programme Coordinator on the FCLP you will be delivering personalised employment-focused support to a cohort of approximately 80 Associates, helping transform their lives by equipping them with the necessary skills to secure a top graduate job. During a typical week, you should expect to be working across a range of projects including 1:1 undergraduate coaching, group workshops, webinars (we refer to them as Video Forums), partnership management (both with university partners or employer partners) and more!

In addition to this, the programme offers the opportunity to develop skills in key areas of charity management by participating in 3 rounds of six-month rotations. After your initial eighteen-months and the completion of 3 six-month rotations, you will have the opportunity to undertake an apprenticeship to further develop your leadership skills.



Operations



Project and Product Management



Fundraising & Partnerships



Associate Related Projects



Management Training

As you progress through, you will receive dedicated training aimed at developing your skills and building your confidence. Virtual training sessions will take place every six weeks and will be run by The Circle Line - a psychology based leadership and development training provider. Additionally, each six months you will participate in an in-person training day with The Circle Line.

The Future Charity Leadership Programmes offers you the opportunity to join an award winning charity, on a programme that provides exceptional training and development, excellent progression opportunities and the chance to work directly with inspiring young people and a supportive team.

[To start your application to join upReach, click here.](#)

## What will I be doing?

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The FCLP is a fast-paced but rewarding role. Programme Coordinators spend 80% of their time on delivery work (working directly with associates to enhance their career knowledge and skills) and 20% on a charity management rotation or an apprenticeship after 18-months. No two days are the same, but your responsibilities may include:

- Developing and delivering professional development-focused support
- Individual and small group work with Associates
- Assisting Associates with their applications to undergraduate positions and graduate jobs
- Developing sector and/or employability skill knowledge while building resources to aid all Associates
- Developing and maintaining strong relationships with university and/or employer partners
- Delivering informative workshops to enhance sector knowledge and employability skills
- Planning, delivering and reporting on events and workshops with partners

When applying for this role we ask that applicants are able to commit to the full 18-month training programme and we encourage participation in the apprenticeship scheme beyond this. As you will be working directly with our beneficiaries throughout their degree, this consistency will allow you to build bonds with your Associates and ensure continuity, thus allowing us to have the most impact for the young people we work with.



[To start your application to join upReach, click here.](#)



## What skills and experiences do I need?

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This programme would be suited to individuals who are committed to upReach's mission and are interested in learning about, and gaining experience in, charity management. We are looking for people who are passionate about social mobility and believe that background should not be a barrier to graduate employment. We would welcome applications both from those with corporate experience looking for a career change, and from university graduates.

### Essential Skills/Experience

1. Experience working in a fast-paced environment and working independently to find solutions to problems
2. Strong organisational and time management skills with a keen eye for detail and the ability to manage a varied workload
3. A University degree in any discipline, or equivalent experience
4. Self-motivation and an ability to work in a small team as well as solo
5. Excellent communication skills and strong written English
6. The ability to engage and communicate confidently with undergraduates, corporate volunteers (mentors) and employers via phone, email, and in person

### Desirable Skills/Experience:

1. Knowledge of the graduate labour market in the UK and experience supporting individuals through an application process
2. Strong negotiation skills and experience in roles requiring influence
3. Experience with public speaking or facilitating workshops
4. Experience working in one or more of the career sectors that upReach support Associates in applying to.

\* The nature of the role requires a high standard of Maths and English, and the ability to quickly review a large amount of information and identify and communicate key themes clearly. Applicants may demonstrate this through the academic qualifications shown above and/or other relevant experience. Our online application system has contextualisation built in, meaning we view grades in the context in which they were achieved. As our beneficiaries are all undergraduates, a good understanding of the university experience is essential, although it is not necessary that this was acquired through personally gaining a degree.

## Our Values

At upReach, we have five core values that the team embody:

### Aspiration

We have big aspirations for upReach, and empower Associates to aim high and achieve their ambitions



### Advocacy

We ask Associates, Ambassadors, Partners, and ourselves to be advocates for everyone realising their full potential, regardless of social background



### Perseverance

We are adaptable when overcoming challenges, and encourage Associates to persevere similarly



### Integrity

We expect everyone involved with upReach to work collaboratively with honesty, and fulfill their commitment



### Proactivity

We are proactive in our work, and inspire Associates to do likewise



[To start your application to join upReach, click here.](#)

## Benefits at upReach

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### **All team members receive the following benefits:**

- Flexible and hybrid working.
- Holiday Entitlement of 25 days and bank holidays. This increases to 2 additional days after 2.5 years and then to 3 additional days after 5 years of working with us.
- Additional day of Birthday leave.
- 3% Pension Contribution.
- Cycle-to-work scheme.
- Monthly socials.
- Dedication to Staff Wellbeing through our Employee Assistance Programme and Mental Health First Aid Training.
- Dedicated budgets for Personal Development (see below)
- Generous Parental Leave
- The opportunity to participate in our fantastic staff networks:
  - Disability and Inclusion Network
  - Ethnic Minorities Network
  - Green Network
  - LGBTQ+ Network
  - Mindfulness Network
  - Socio-economic background Network
  - Parents and Carers Network

**Everybody at upReach is encouraged to pursue the relevant training and development needed to progress and excel within their role. This training and development takes place in several ways:**

- Whole team training: through teams day days and online sessions which are run regularly
- Group training: This includes training within rotation groups, and Mental Health First Aid training for the entire team
- FCLP training: Every six weeks you will take part in virtual leadership development training sessions with The Circle Line. Every 6 months you will have an in-person training session with your cohort.

**The range of training available increases as your time at upReach increases:**

- Opportunities available\* to people with 3-4 years of experience either within upReach or within the sector include completing an Executive Masters in Leadership and the Clore Social Leadership programme

\*The opportunity to complete these programmes is dependent on funding

**[To start your application to join upReach, click here.](#)**

## Our Staff Networks



The Green Network was formed as a means for staff interested in sustainability to come together and consider the ways which upReach can reduce its impact on the planet. We use a sub-group model where different Network members will work on various projects independently. The Network meets once a quarter to update each of these projects.

### Green Network

The LGBTQ+ Network was formed with three aims: to help foster a sense of community amongst LGBTQ+ staff and allies, to raise awareness of issues that may affect LGBTQ+ Staff and Associates with the wider team and external audiences, and to work with senior leadership to ensure that upReach is as inclusive as it can be with respect to its LGBTQ+ staff. Since launching, they have held consultation sessions with the HR team to inform staff policy with respect to how it related to LGBTQ+ Staff and sent representatives to Stonewall workshops on building inclusive services.



### LGBTQ+ Network



The Ethnic Minorities Network was launched to raise awareness of issues surrounding race and to facilitate a safe space for ethnic minority employees. Events ran have included a Black History Month session, focusing on this year's theme of "Proud To Be" and Black British figures that the Network is proud of. The Network has helped to provide the wider team with resources and plans to hold future events with external speakers to facilitate discussions surrounding race.

### Ethnic Minorities Network

The Mindfulness Network aims to encourage the team to prioritise their wellbeing by promoting events such as National Stress Awareness day. Effective management of stress and practising mindfulness has many benefits such as lower stress levels which can contribute to a happier and healthier workforce. Since the launch of the network, they have run several events such as stress management training session and monthly team walk and talks.



### Mindfulness Network



The Disability and Inclusion Network was created to raise awareness of inclusivity for those with different physical and neuro-diverse conditions. Since launching they have helped to advise on how team and Associate events can be as inclusive as possible and set up 'Body Doubling', where network members work on calls together to keep each other motivated, alongside various social and information events.

### Disability and Inclusion Network

upReach Parents and Carers Network is established to raise awareness of the needs of working parents and carers. The Network is for staff who are parents or carers (in any context) to children of any age and for those who are balancing work with caring for an ill, elderly, or disabled family member, friend or partner. Network also provides an informal setting to socialise and to discuss the various challenges that are presented as a parent or a carer.



### Parents and Carers Network

# Hear from others who have experienced Future Charity Leaders Programme



Since joining the programme, I have gained a wealth of experience in what it takes to establish, run, and grow a charity. My knowledge and confidence have also grown hugely, both in terms of my own professional development needs, as well as my ability to work with students and partner organisations to deliver a successful programme of support.

**Andy - Programme Manager**

Within upReach, there is a lot of creative freedom so if there is a skill or experience which you want to learn, you can always find the opportunity to do so. I wanted to develop my public speaking, and have had ample opportunity to do so. From delivering video forums to Associates to delivering a session on Black History to the team, it has been a great environment to develop professionally so far.



**Salma - Partnerships Manager**



I learnt so much on the FCLP - the responsibility from day 1 and ability to follow my own interests meant I developed my skills and abilities quickly, and prepared me for my step into management. Working with the Associates on our programmes has been a real highlight - I've seen them grow from when I first met them in their first year to now celebrating them graduating and moving into their careers. It's been so rewarding have contributed to their development and to have been a part of their journey. The FCLP provided me with the leadership skills to progress quickly in my career - now I manage 5 current FCLPers and look after our largest sector programme!

**Mabel - Programme Manager**

The FCLP has been a huge learning curve for me, both personally and professionally. Having the chance to learn on the job and experience a wide range of components that make up a charity has been a particular highlight. I have lost count of the opportunities to push myself out of my comfort zone which has only served to build my confidence and my skills.



**Lilly - Programme Leader**

[To start your application to join upReach, click here.](#)



## How do I join?

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1

Submit your application via our de-biased online application system, Applied. You will be asked to answer 5 questions, which are a mix of motivational and scenario-based questions. You will also be asked to submit a CV and complete our diversity questionnaire.

2

Applications are marked blind. This means that your personal information will be omitted from the screening process to reduce bias. Applications are marked by a variety of team members in an attempt to further reduce the potential for bias.

3

Successful candidates will be invited to an assessment centre. The Assessment Centre will consist of an individual interview, a written task and a group task with other candidates, in addition to a Q&A session with current members of the FCLP so that you can ask any questions you may have.

4

Top performing candidates at the assessment centre will be invited to a follow up call with our Director of Programmes, Hannah Stoddart.

5

Offers to start in the summer will be made throughout May and June. Offers made for immediate positions will be made on an ongoing basis.

**If you share our vision of society in which everybody has an equal opportunity to realise their full career potential regardless of social background, and you want to be part of making that happen, we would love to hear from you. Please contact [humanresources@upreach.org.uk](mailto:humanresources@upreach.org.uk) if you have any questions about the programme or application process.**

**[To start your application to join upReach, click here.](#)**