

Head of Operational Delivery

ABOUT EDT: EDT is an educational charity established over 40 years ago and we are going through an exciting period of transformation. We are looking for a motivated and creative person to join our dynamic team and work with our partners and volunteers to create and deliver our projects and experiences to young people interested in STEM and future (META) skills.

Our vision is to create a society which empowers young people, regardless of their backgrounds, to be excited by STEM opportunities and to be inspired about their potential - developing the next generation of the UK workforce.

Our mission is to inspire young people, ensuring they have the opportunity and confidence to reach their full potential, enabling them to contribute to their communities and improve their social mobility. We do this by connecting them with industry and inspiring STEM role models, exploring pathways from education to employment, developing a broad range of skills to improve their work readiness and celebrate their achievements through Industrial Cadets Awards at each milestone.

EDT is committed to encouraging equality and diversity among our workforce, Trustees, and the programmes that we run. The aim is for our workforce, governing structures and the programmes that we run, to be truly representative of all sections of society, and for each EDT Employee, Volunteer and Participant to feel respected and able to give their best.

Salary: Band D

Benefits: 30 days annual leave (Pro Rata) per year plus bank holidays; pension (up to 10% employer contribution); life insurance (3 times annual salary); hybrid and flexible working; well-being support.

Location: EDT has a number of offices where the role can be located (dependent on candidate): North (Manchester), Midlands (Birmingham), South (Welwyn Garden City, Plymouth or Southampton)

Period/Hours: Contract from 28th Sept 2026 until 3rd Aug 2027, covering maternity cover. Full time (37.5 hours per week) with flexibility for early starts/late finishes and some overnight stays. Hybrid working.

JOB PURPOSE: The Head of Operational Delivery is responsible for enhancing EDT's delivery effectiveness of central student and school engagement across UK, focusing on consistency, best practices, and high standards of efficiency and quality. This role fosters a positive, professional culture aligned with our charity's values, ensuring that staff, volunteers, and funders are well-supported to achieve the best outcomes for our beneficiaries. Reporting to the Head of Delivery on delivery performance, quality and impact.

The Head of Operational Delivery will have strong leadership to ensure the successful delivery of all programmes at a central level, supported by Head of Programme Delivery. Inspire and motivate the team to maintain high standards and continually improve the quality of the programmes, students and schools experience. The Head of Operational Delivery will work closely with Head of Programme Delivery and Operations Director to ensure workload is balanced, efficiencies are implemented and we are able as a charity to break even and deliver against income generated.

They will work with the Head of Delivery to ensure workload balancing across the team and fit within the cost constraints of our income. They will implement programme reviews together, with cost analysis and pricing recommendations.

- Clear reporting with risk / mitigation plans across the full financial year. To report to the Head of Delivery on delivery performance, quality and impact.
- Achieve full funder, student and school requirements delivery for the year with excellence.
- Oversee various central operational delivery requirements such as volunteer & alumni engagement, safeguarding, use of digital schools, the placements programme
- Hold overall responsibility for student and school recruitment & engagement across all EDT programmes

By fostering a culture of collaboration and innovation, this leader will empower the team to achieve our goals and enhance our overall impact on the community.

KEY RESPONSIBILITIES:

Strategic Planning

- Support the build of a full programme review plan aligned to the strategy and business plan with Head of Programme Delivery, Partnership Director and Operations Director. Using capacity data, support the Head of Delivery and Operations Director to build cost models and pricing reviews for each programme to enable growth across the charity and workload balancing throughout the year, achieving excellence for our students and funders.
- Initiate, produce and implement student recruitment strategies in order to meet student and school engagement KPIs.
- Accountable for delivering successfully against our income budget, with a focus on cost control and improvements on process.
- Ensure the offering of EDT Programmes remain relevant to the needs of young people and stakeholders

- Work with Head of Delivery to explore new ways to develop and grow EDT's position in the student engagement pathway
- Develop and implement a comprehensive plan for student recruitment, engagement, tracking and reporting, while creating and managing cross-team plans to ensure successful execution of the plan.
- Manage programme budgets to ensure delivery against KPIs are met while remaining within agreed financial constraints.
- Work closely with the Partnerships Team and Head of Programme Delivery to develop new programme funding bids, ensuring alignment with EDT's strategic priorities while considering programme planning requirements and team capacity.

Leadership

- To oversee the workload, wellbeing and performance of the Operational Delivery Team
- Liaise across the organisation to develop and promote best practise and cross team working
- Ensure that resourcing needs are met and amended during peak delivery times across the Delivery function to meet funder needs, using resources from Programme Delivery where needed
- Maintain solid working relationships with the Head of Delivery, Operations Director and Partnership Director to ensure effective co-ordination of charity activities, best practice sharing and consistent, quality service across the UK
- Work closely with the Head of Programme Delivery to foster a one-team approach and ensure workstreams operate effectively across both delivery teams.
- Working with Operations to ensure efficiencies by programme priority are embedded to ensure we are able to deliver on our income throughout the year
- Ensure our programmes enthuse and excite young people, highlighting career pathways, aligned to our strategy
- Guide the team to embed EDT's Values (Passionate, Dynamic, Collaborative with Respect) into every workday creating a safe environment for open communication and happiness in the workplace
- Act as Safeguarding Deputy DSL Lead to ensure safeguarding practices and process are met by all Delivery staff across the organisation
- Act as an ambassador for EDT to promote positive and effective public relations within the community

Delivery

- Ensure the learner journey compliments and supports young people as they develop as Industrial Cadets.

- Monitor processes and procedures to ensure delivery of programmes
- Work with the Volunteer and Alumni Engagement Lead to build a volunteering process to support the delivery of EDT's programmes. Build and maintain strong relationships with our participants and alumni.
- Support the Student Engagement Officer with Placements Oversight to oversee the Placements programme and work across teams to deliver this programme effectively
- Oversee the key stages of the process to ensure that young people receive relevant experiences and communications at key points in their education and career pathways, connecting their interests, subjects, and themes while targeting appropriate educational stages and disciplines, and fostering strong, ongoing relationships with alumni.
- Use research, and the analysis of data to inform insights on improving accessibility and how young people engage with EDT and are supported through multiple interactions. Consider diversity, inclusion, bridging the social divide and enhancing a focused curriculum.
- Work with the Head of Programme Delivery to ensure that young person feedback is used to continually improve programme design and delivery
- Work across teams to provide timely reporting to the Exec
- Support teams through developing successful partnerships with students, schools, colleges and universities to promote student engagement and recruitment
- Work with Operations Director to suggest innovative technologies and process improvements to optimise operational effectiveness and enhance the experience for our beneficiaries/young people
- Deliver and ensure the charity meets funders delivery expectations, in collaboration with the Partnerships Team and Programme Delivery team
- Summarise and assess team capacity in monthly delivery reports to identify risks and recommend mitigation strategies
- Report on progress to meet student and school recruitment KPIs in monthly reports
- Liaise across the organisation to develop and promote best practise and cross team working
- Support the team to develop and train in areas required to succeed in their role

COMPETENCIES AND ATTRIBUTES

- An entrepreneurial spirit, and the ability to take the lead and proactively seek opportunities to develop our programmes, promoting beneficiary welfare and donor engagement

- Strong commercial and management skills, with an excellent record of delivering on target and meeting deadlines
- Experience of managing teams and of matrix management
- Experience of effective networking, presentations, communications with key stakeholders at senior levels and influencing others
- Knowledge of and passion for the learner journey and appropriate safeguarding requirements
- Strong experience of working with young people through programme delivery or student support
- Experience working with CRM systems to manage operations
- Experience managing programme budgets and ensuring that funding is spent appropriately
- Understanding of the challenges effecting young people and their influencers
- Excellent interpersonal and communication skills
- Ability to work co-operatively and confidently with colleagues and other stakeholders
- Ability to manage a personal workload and demonstrate effective time management
- Energetic and committed with a clear focus on achieving results
- Professional and proactive, with a real pride in quality of work
- Ability to be an engaging and inspiring ambassador for EDT

HYBRID WORKING:

At EDT we work in a hybrid setting, unless otherwise stipulated, your normal place of work is one of the EDT offices. For successful home working, you will need to be able to:

- Work independently, motivate yourself and use your own initiative;
- Manage your workload effectively and meet any applicable deadlines;
- Make appropriate childcare/dependant care arrangements to enable you to focus on your work during working hours;
- Identify and resolve any pressures created by working at home; and
- Keep in regular contact with your line manager and colleagues.
- You are expected to attend the office or other reasonable location - on days or at times when you would normally work from home – for purposes such as meetings, training courses or other events as necessary, or if your presence is necessary to perform your duties (for example, to use equipment that is only

available in the office or your job requires significant personal interaction with colleagues or third parties that would not be as effective if carried out remotely).

SPECIAL CONDITIONS:

The successful candidate will be required to fulfil an enhanced DBS/PVG Insert any other special conditions here (e.g. full clean driving license, access to own vehicle, ability to travel/stay overnight as required)

OUR VALUES:

At EDT, we are:

- **Passionate** about creating equitable access to STEM careers.
- **Dynamic** in our response to a changing world.
- **Collaborative** with industry, educators, and communities.
- **Respectful** of young people's potential and the lived experiences of our beneficiaries.