



The Talent Foundry

# Job applicant information pack

## Programme Coordinator



# Help discover talent

## A message from our CEO, Jenni Anderson

All of us at The Talent Foundry believe that a young person's success should be determined by the talents and abilities they have, not where they come from.

All too often we hear from teachers in our school network that those from underserved communities are missing out on the skills and development opportunities that could completely change their futures.

This is why we offer free programmes in schools which ignite and enhance a young person's confidence in the abilities that they have - and connect them to employers and industries where they can have a successful career.

Improving social mobility is a team effort, and we offer an opportunity where people from all backgrounds can thrive and contribute.

This year we've grown and expanded our work with our wonderful partners from the commercial and public sectors to reach thousands more young people develop their skills and confidence. We work with Barclays LifeSkills, Dell Technologies, the ICAEW, KPMG and the NHS (amongst many others) to showcase exciting careers and workplace skills in classroom.

We know we can do more and I hope this job pack inspires you to join us.



# Our impact

**Our mission** is to increase social mobility by helping young people from underserved backgrounds discover what they are amazing at, develop valuable new employment skills, and take that first step into the world of work.

We are founded on two core beliefs:

- **firstly**, we believe that everyone has something they can be amazing at. They just need to discover what that is, and we can help them do that.
- **secondly**, we believe that all young people deserve equal opportunities in life, regardless of their background or financial circumstances.

[You can read more about our Theory of Change on our website.](#)

This year we delivered a record-breaking 32 employability programmes working with 21 partners across England, Wales and Scotland.



# 45,792

YOUNG PEOPLE SUPPORTED

**Sectors we supported:**

Engineering, Healthcare, Rail, Finance, Professional Services, Entertainment, Technology, Construction, Retail, Sciences, Built Economy.

We are proud that our programmes are recognised by the Skills Builder Impact Accreditation

- Network Rail Track to the Future - Impact Level 4
- KPMG WorkReady - Impact Level 3
- M&G Enterprise Challenge - Impact Level 2
- The Bid Idea Workbook - Impact Level 2



# Our values

Our **team values** are essential to achieving our mission.

Everyone on our team is:

- Passionate about the charity's vision to improve social mobility
- Motivated by team success
- Proactive in getting things done

The values of **ambition, inquisitiveness**, and **inclusivity and equity** guide us in everything we do:

We are **ambitious** for young people, our partners, and for ourselves. This means we strive to help everyone discover their talents and abilities, and support them to develop the confidence to use them.

Whether we're working with students or with each other, we believe that setting high goals and pushing ourselves to achieve them is key to success.

We are also **inquisitive**. We welcome feedback and spark discussions around how to continuously improve ourselves and our work. We're not afraid to ask questions and seek out bold new ideas, keen to learn and grow.

Finally, we are committed to **inclusivity and equity**. We believe that everyone should have equal access to opportunities and resources, regardless of their background or circumstances.

We work to create safe and welcoming spaces where everyone feels valued and respected, and to identify and address systemic barriers that prevent young people from underserved communities from achieving their full potential.





# Programme Coordinator

## About this role and where it sits in the team

You will provide crucial customer service and administration to support the delivery of our inspiring employability and skills-focused workshops in schools.

Working across multiple programmes for 11 to 18 year olds, your project plans and organised approach will help young people develop the skills and confidence needed to flourish in their future careers.

You will be involved in every aspect of project delivery supporting a small team of Programme Managers to work successfully with our industry partners, teachers and volunteers. You will be well-organised with excellent attention to detail and excellent time management skills.

You will enjoy working with a range of stakeholders and be confident liaising with individuals at all levels of an organisation. You will also have a close working relationship with our network of freelance facilitators to make sure we meet our programme objectives.

While you'll be working remotely for a significant part of this role you will be talking to colleagues, schools, facilitators and volunteers on a daily basis.

**Most importantly, you will ensure that everything we do enhances our support to young people from underserved communities so they can discover what they're amazing at.**

**"I enjoyed every workshop. It helped me develop my teamwork skills in a comfortable environment. It broadened my knowledge of career opportunities and the sessions were fun."**

# Key responsibilities

## What you will be doing

You'll be a brilliant administrator, someone who is experienced in using technology and processes to support colleagues, funders and schools to engage and support young people.

You actively identify ways to support your colleagues balance their competing priorities and keep projects moving towards their goals.

### Multiple projects coordination

Working closely with a small team of Programme Managers and Schools Engagement Officers, you will nurture and build long-term relationships with corporate volunteers and schools across multiple projects.

Sometimes this involves managing competing priorities and deadlines.

You will ensure that schools and volunteers have nothing but the best experience with The Talent Foundry, **coordinating their participation from end-to-end**. You are a strong communicator, and you'll confidently and clearly keep the wider team informed about the projects you're working on. You recognise the importance of a 'one-team' approach and want to share best practice.

### Use systems and administrative processes

With support from the wider team, whether you are planning a busy diary of school bookings, liaising with students or commissioning facilitators, you will find the most efficient ways of working. **This includes booking transport, accommodation and/or ensuring consideration has been made for technical requirements at schools and venues**. You will always have a Plan B. You are confident to explore new ways of doing things, and you'll be happy to make recommendations on how we can do this better.

## School attraction and engagement

You are driven by a desire to offer high quality, effective interventions and opportunities for the young people we work with, and you know you can make a difference. You will implement TTF's strategies for reaching more schools in our focus areas to help more young people discover what they are amazing at.

## Focus on feedback and customer service

To help young people discover what they are amazing at, we produce inspiring, interactive and engaging content. You want to know that what we do works, so **you'll be keen to see our programmes in action by attending workshops**. You recognise and value the importance of feedback, and you're excited to build on it to ensure continuous improvement and excellent customer service to our teachers and partners.

## Everyone in our team:

- Operates as a flexible team player and provides a high level of self-administrative support to facilitate a 'one team' approach
- Understands and complies with, all policies and procedures at TTF including Safeguarding, Health & Safety and Data Protection & GDPR responsibilities
- Supports diversity and equal opportunities for all, appreciating, and supporting the role of other professionals
- Attends and participates in TTF meetings, events, training and learning activities
- Undertakes all other duties commensurate with the level of the post as required



# Person specification

## Knowledge and skills

### Experience

- Managing multiple and often conflicting priorities
- Use of IT, data and systems to operate efficient programmes
- Understanding of and interest in the education sector
- Accuracy and attention to detail
- Understanding the importance of deadlines and achieving targets.

### Skills

- Excellent written and verbal communication skills
- Planning, coordination and organisation
- Time management
- Customer service delivery focussed with a desire to achieve targets and objectives
- Analysis and collating feedback data from surveys to write reports
- Technology (inc. MS office, including excel and spreadsheets) and seeking ways to maximise IT in administration
- Problem-solving and using initiative

While it's not a criteria, we're especially interested to hear from applicants who have lived experience of some of the challenges young people from disadvantaged backgrounds are facing today.

It's also important to us that the people we hire do not discriminate. We believe in being inclusive and giving everyone an equal chance to succeed. Applications are welcome from all regardless of age, sex, gender identity, disability, marriage or civil partnership, pregnancy and maternity, religion or belief, race, sexual orientation, transgender status, or social economic background.

*"I learnt so much and now think I know what I want to do in the future."*



# Job details

## Salary and benefits

**Salary** - £26,000

**Annual leave** - 28 days, plus Bank Holidays

**Reports to** - Programme Manager

**Hours** - Full time, 37.5 hours per week, Monday to Friday

*We are open to hearing from candidates who are seeking part-time hours, such as 3 or 4 days per week, please note this on your application.*

**Contract** - Permanent

### Place of work

This is a hybrid role. You will be working from home (IT equipment provided), with 2-3 individual days per month (on average) in London for team together days in a co-working space. These days are considered as commuting days.

This role does include travel to projects and visits to schools across the UK (expenses paid).

### Also:

- Employee Assistance Programme
- Training and development budget
- Quarterly social activities at a team together day
- The afternoon of your birthday off (or the morning after)
- Enhanced maternity package after three years service



# To apply

- A comprehensive CV
  - please include a note if you have any employment gaps
- A covering letter or personal statement outlining (max two pages):
  - Your skills and relevant experience in relation to person specification
  - An example of a project or programme you have supported that you are most proud of
  - Which TTF programme you were most interested in learning more about and why (visit our website to review our programmes).

## How to write a good application

While we encourage the use of innovative technology in our work, we want to hear your voice and personality in your application. AI is a tool, not a shortcut. This doesn't mean asking AI to do the work for you, or copying and pasting answers, as this would limit the way you can showcase your personal experiences and strengths.

In your cover letter consider telling us your skills, experience or approach to the headings and activities we've outlined in 'Key Responsibilities.' Then tell us about how you meet the person specification.

We know applicants will not have 100% of the skills and experiences outlined in the person specification, so give us a clear and concise review of the strengths you have and where you are looking to learn and develop in this role.

Applications that fail to meet this criteria will automatically be discounted.

Please let us know if there is anything we can do to make sure the application process works for you.

## **Closing date**

We are actively hiring for this role and will be interviewing successful candidates on a rolling basis in July 2024. The preferred start date for this role is 1 September 2024.

## **Next steps**

If you are shortlisted for the role, you will be invited to a virtual interview on MS Teams with the Hiring Manager. We always send interview questions out in advance. Second interviews will be in-person and reasonable travel expenses will be reimbursed.

## **Safeguarding**

We are committed to safeguarding and promoting the wellbeing and welfare of children and we require everyone associated with The Talent Foundry Trust, including all trustees, employees, and volunteers to share this commitment.

Successful applicants will need to undergo child protection screening appropriate to the role, including completing our Safer Recruitment process, references from past employers and Disclosure and Barring Service checks.