

Job applicant information pack

Programme Support Officer



talentfoundry.org.uk

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 Support Officer

About this role and where it sits in the team

This role will provide crucial operational support to the Schools Engagement Team and Programmes team at The Talent Foundry.

You will provide excellent customer service and administration to ensure that our bespoke programmes can support young people develop the skills and confidence they need to flourish in their future careers.

You will be involved in project delivery supporting our small programme team, and as well helping our engagement team to reach out to teachers and students to take part in our workshops.

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 is designed to support young people from underserved communities discover what they're amazing at.

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.

Your main responsibilities will cover:

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 will involve managing competing priorities and deadlines. You will take responsibility for ensuring 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.

Schools-engagement and attraction: 'Telling the TTF story'

You will deliver our strategy for reaching more schools and students in our focus areas to help more young people discover what they are amazing at. You will update the Marketing Manager and the wider team on progress towards targets on each of our programmes and implement seamless booking processes for schools. With your team you will contribute to and deliver marketing and engagement campaigns to raise the profile of TTF with schools, FE and HE. You'll want to get to know the schools that we are working in, and the teachers and students in those schools, and you'll be excited by spotting opportunities to grow our schools-network.

Use systems and administrative processes to deliver efficient programmes

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, and 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.

Focus on sparking 'lightbulb moments'

To help young people discover what they are amazing at, we produce inspiring, interactive and engaging content. You will work with our schools network to ensure the promotional content for our programmes remains relevant and up-to-date. You want to know that what we do works, so you'll be keen to see our activities in action. You recognise and value the importance of feedback, and you're excited to build on it to ensure continuous improvement.

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, evaluate and measure their success
- Analysing data and writing updates/reports
- Understanding of and interest in the education sector
- Sales / outreach (desirable)

Skills

- Organisation and planning
- Team work
- Customer service delivery focussed with a desire to achieve targets and objectives
- Excellent written and verbal communication skills
- Technology and seeking ways to maximise IT in administration
- Problem-solving

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 - Head of Programmes and Partnerships

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

(We are open to hearing from candidates who are seeking part-time hours, please note this on your application)

Contract - Fixed term contract for six months initially

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
- Social activities at a team together day
- The afternoon of your birthday off (or the morning after)



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

While we encourage the use of innovative technology in our work, we want to hear your voice and personality in your application.

Applications that fail to meet these 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 March/April 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.