



Recruitment Pack

Programme Leader

July 2026



Welcome

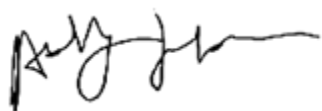
Thank you for your interest in joining Young Citizens. We hope this job pack gives you a sense of who we are, what we're working towards and the exciting opportunity this role represents.

At Young Citizens, we believe that Britain's future depends on equipping the next generation with the skills, knowledge and confidence to participate actively in society. Through our programmes, we work with schools, teachers and young people across the UK to help create a generation of active, engaged and informed citizens. With democracy under pressure from many directions, our work has never been more important.

This is an exciting time to join our team as we begin an ambitious three-year strategy to grow our reach and scale our impact. This role sits at the heart of that work: helping us deliver high-quality programmes, build strong relationships with schools and create experiences that make a real difference to young people.

As a small and supportive organisation, you'll have the opportunity to make a visible impact, take ownership and contribute ideas, while developing your skills and building your career in the social impact sector.

If you share our passion for our mission and are excited to help us shape our next chapter, we'd love to hear from you.



Ashley Hodges

Chief Executive

About Young Citizens

Young Citizens is a national citizenship education charity with nearly 40 years experience inspiring active citizenship. We deliver well-loved programmes across all UK nations – including Mock Trials, The Big Democracy Lesson and the Make a Difference Challenge – connecting young people with citizenship education through legal initiatives, social action challenges and workshops.

As curriculum and policy change accelerates, including Votes for 16 reshaping how young people engage in civic life – we're focused on ensuring active citizenship sits at the heart of how the next generation is prepared to participate in and protect a thriving democracy.

Our Values

We work as a charity, team and as individuals to be:

- **Mission-led:** we go where we can create the most impact for young people, schools and communities
- **Trusted:** we cultivate reliability, expertise and insights that create confidence
- **Ambitious:** we push ourselves to develop and deliver for those we serve
- **Collaborative:** we know how and when to connect with others to amplify our impact



Visit youngcitizens.org.uk to learn more about our work.

The opportunity

Our charity has the spirit of a start-up with a track record of nearly 40 years leading in citizenship education. With Votes at 16 on the horizon, we're growing fast – this is a chance to shape and build our delivery approach.

The Programme Leader role is a full-time, 2-year minimum placement within our Education Team, delivering quality engagement for our national school network.

You'll bring:

- **Drive** that delivers quality results
- **Comfort** with intensive and high-volume delivery of network, programme and/or relationships
- **Enthusiasm** for problem-solving, in a team and proactively in your role
- **An ability** to learn fast and self-teach, from databases to how we communicate internally
- **A desire** to develop your skills as a well-rounded member of a social impact organisation
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You'll build:

- **Excellent data skills** – learn the ropes of CRM, data and reporting
- **Mass event delivery** – running the logistics and the content of great learning events with hundreds of students
- **Stakeholder and communications** – managing relationships across schools, partners and our network
- **Education and impact expertise** – understanding what works in citizenship education and how we measure it

Opportunities along the way:

- Exposure to business operations and budgeting

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- Shadowing our senior team for a day
- Representing the charity at sector events
- Focusing on a key strand e.g. business, communications, impact & policy

Upon completion of the first two years, we expect to retain and continue to develop our Programme Leaders.

Your purpose

The purpose of this role is to provide transformative citizenship programmes, enabling young people to become active, engaged and informed citizens.

You'll methodically lead a large network of schools to take part in our programming and help us roll out strong system updates along the way. You'll drive the impact of our programmes by delivering programmes on the ground that are high-quality, engaging and continually improving, shaping the citizenship experiences we create for young people.

Alongside this, you'll build strong, trusted relationships with schools in our network, supporting long-term engagement, contributing to the growth of our programmes and helping schools maximise the impact of our work.

Your key responsibilities

Programme Delivery

- Recruit, manage and lead a regional and/or national network of our schools ensuring successful high-volume acquisition and onboarding of new participants
- Track and update your network school contacts across a large CRM ensuring accurate data, strong administration and supporting strategic outreach to activate new schools
- Deploy communications and materials that promote our programmes, drive school participation and support your network's growth targets
- Lead the delivery and facilitation of engaging and impactful programmes for children and young people, such as Mock Trials, The Big Legal Lesson and workshops as needed
- Own the development, delivery and continuous improvement cycles for one of our national programmes
- Coordinate programme participation for a variety of learning events annually, including arranging logistics, venues and catering while ensuring value for money
- Manage registrations, scheduling and communications across multiple programmes, ensuring schools are supported throughout their journey
- Ensure safeguarding, data protection and proactive risk management are embedded in all programme delivery
- Support the development and continuous improvement of programme materials, key processes and impact and evaluation

Relationship Management

- Build strong, trusted relationships with teachers, volunteers and partners to drive impact in our schools and meet our participation targets
- Support the recruitment, onboarding and coordination of volunteers, facilitators and external suppliers who help bring our programmes to life

- Manage school accounts to drive long-term engagement and retention and act as the first point of contact for schools
- Maintain accurate records and support finance processes related to school participation

Together, these responsibilities ensure our programmes run smoothly, our schools stay engaged year on year, and our impact is backed by strong data and relationships. Beyond your core role, you'll work collaboratively across the organisation to deliver shared objectives, represent Young Citizens externally, and provide general office and administrative support to ensure the smooth running of the charity.

Who we are looking for

We're looking for an ambitious, motivated individual who is excited to build their career in the social impact sector through a varied, impactful and rewarding role.

It's ok if you haven't worked in or with schools. Our team is made up of a range of professionals, from former theatre producers to campaign staff to membership officers.

This role is ideal for someone early in their career who is ready to take ownership, develop their leadership skills and build their experience in programme delivery, relationship management and the social impact sector. You don't need to have done everything before – we're looking for someone who is proactive, curious and excited to learn.

You may have experience in programme delivery, education, events or another fast-paced environment where you've built relationships, managed projects and made things happen. Most importantly, you'll bring energy, initiative and a willingness to get stuck in.

Over your two years with us, you'll be supported to take on increasing responsibility, develop your strengths and build the experience you need to take your next step in the social impact sector.

This job is for you if:

- You're **passionate about citizenship, democracy and education** and fired up by our mission. You're confident communicating with teachers and young people and can bring energy and enthusiasm to representing Young Citizens.
- You have **some experience in a professional environment** (minimum 1-2 years) and feel ready to take on a big challenge for your next role.
- You're **highly organised and technical**, able to manage multiple priorities and enjoy bringing structure to busy projects. You're comfortable taking initiative and navigating ambiguity in a fast-paced environment.
- You are a **fast learner** and push yourself to pick up new skills quickly, having an eye for detail. Ideally, you can demonstrate this through previous experience working with tech, systems or data; or delivering comms/email campaigns.
- You **take pride in building strong relationships**. You might have experience in account management, or have held stakeholder relationships or networks.
- You're excited by the opportunity to **take ownership of your work** while collaborating closely with a supportive team. You share our values and bring a proactive, positive approach.
- It's not essential, but **experience delivering training, learning programmes**, or working with schools or charities would be an advantage. If unfamiliar with school programmes this needs to be learned rapidly.

- You understand the **importance of safeguarding when working with children and young people**, or are willing to develop this quickly.



Your progression

This role is designed as a two-year development opportunity. You'll join a collaborative team where you'll be trusted with responsibility, encouraged to contribute ideas and supported to build your skills through hands-on experience.

Joining a small yet national organisation, you'll gain unique exposure to how a charity operates: from programmes and partnerships, to strategy and organisational decision-making. You'll have opportunities to learn from colleagues, take on new challenges and develop the experience you need for your next step in the social impact sector.

Within 1 month, you'll be:

- Building relationships with your new colleagues at our hands-on summer induction programme
- Getting under the skin of our programmes and experiencing them first-hand to see the impact of our work
- Taking ownership of your network and programme activities in your region(s) by mapping out your year and priorities.
- Drawing up lists and reports to deploy outreach to teachers and volunteers in your region(s), gaining an insight into their needs and strong communication tactics.
- Shadowing colleagues and receiving developmental feedback from your line manager.

Within 3 months, you'll be:

- Flexing and developing your project management skills, leading the delivery of one of our national flagship programmes.
- Confidently using our Customer Relationship Management system (CRM; Salesforce) to provide the key data you need for success in your role
- Managing and delivering your first event, with support from your line manager, and planning for range of events you'll lead for the rest of the year
- Holding key stakeholder relationships, using your judgement to navigate any challenges

Within 6 months, you'll be:

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- Managing your budget, having completed our budget management training
- Proactively sharing insights from the frontline with the wider team to improve school experience and engagement.
- Developing strategic relationships with key stakeholders and identifying opportunities to grow our school network in your region(s).

From 1 year onwards, you'll be:

- Building your skills, interests and specialisms, with support from your line manager and colleagues.
- Gaining valuable insight into organisational leadership through opportunities to shadow our senior team and engage with senior stakeholders such as our Board of Trustees.
- Contributing to wider organisational priorities and strategy.
- Representing Young Citizens at high-profile external events.
- Growing your professional network through relationships with schools, partners and sector stakeholders.

Key Information

Contract Type: Full time (37.5 hours per week) 2-year minimum placement (fixed term with a 6-month notice period).

Office hours: Normal office hours are 9.00am to 5.30pm but this role will involve out of hours activity at weekends, particularly during the period when we deliver events (mainly November/December and March/April) and working away from the office and home.

Reports to: Network Delivery Manager

Key working relationships: Line Manager, Delivery Team, Communications Coordinator, Data Coordinator, Management Team

Location: London, St Paul's (EC4M 7BQ) – This is a hybrid working role, requiring office attendance a minimum of 2 days a week during non-delivery periods and may require more frequent office attendance during delivery periods.

Benefits: In addition to joining a friendly, committed and supportive staff team, Young Citizens offers a generous employee benefits package including:

- £ enhanced employer pension contribution
- £ 28 days annual leave plus eight Bank Holidays
- £ paid volunteering leave
- £ employee assistance programme
- £ enhanced sickness and maternity policies
- £ hybrid and flexible working options
- £ season ticket loan
- £ an opportunity to make a real difference to help children and young people benefit from quality, inspiring citizenship education!

How to apply

Before applying please note:

- Successful candidates must be able to make Induction & Leadership Training for the entirety of **24th August –4th September 2026** unless otherwise agreed.
- All roles must be able to commit to up to three days a week in our London office and regional travel when required.
- Young Citizens welcomes applications from all qualified candidates regardless of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.
- We are committed to safeguarding and promoting the welfare of children and young people, and expect all staff and volunteers to share this commitment.
- Offers of employment are subject to satisfactory references and a DBS check.
- Due to the volume of applications, feedback will be provided only to candidates shortlisted for interview.
- Candidates must have the existing right to work in the UK.

Please send your most recent CV and a document answering the questions below to RecruitmentHR@youngcitizens.org with the subject "Programme Leader application":

- ***Tell us why you want to work at Young Citizens. What is it about us that makes our charity the right fit for your next career move? (Max. 400 words)***
- ***Making direct reference to the job pack, please tell us the three main reasons why you would make an excellent Programme Leader (Max. 600 words).***
- ***Tell us about a personal or professional achievement that you're proud of (Max. 200 words).***

Closing date: Monday 27th July 2026

Start date: ASAP

Questions?

Please get in touch with RecruitmentHR@youngcitizens.org and specifically mention the role you are applying for in the subject e.g. **'Programme Leader – July 2026'**

