



The Reach Foundation

Programme Officer

About The Reach Foundation

Our ambition is for every child to live a life of choice and opportunity.

The good news is that we know *exactly* what every baby, child and young person needs to thrive; the bad news is that we are not securing these conditions for millions of children in England right now. This is not a sporadic, isolated, *endemic* problem affecting a minority of children but a persistent, widespread, *systemic* issue necessitating system change.

At The Reach Foundation, we seek to address this by pursuing *system change through local action*; empowering leaders to build powerful partnerships to ensure every child can enjoy a life of choice and opportunity.

Working in partnership with community leaders, existing institutions and local professionals, we have shown that it is possible to improve children's outcomes across a range of domains—including personal safety, well-being, education and social relationships—while enhancing the capacity of children's families and their communities to sustain better outcomes in the long-run.

Locally, we have developed an innovative, high-impact cradle-to-career model in Feltham—a historically under-resourced area of southwest London.

Nationally, we are working with around 100 neighbourhoods across England—from Teesside in the North East to Newquay in the South West—to establish cradle-to-career models and deliver programmes that cultivate the next generation of leaders for schools and trusts. We do this work through our Cradle-to-Career partnership and our school and trust leadership programmes.

Role Overview

We are looking to appoint three Programme Officers, who will be responsible for supporting programme delivery and programme operations at the Reach Foundation.

We have 3 vacancies across our portfolios of work:

Role 1: Programme Officer (Leadership)

This includes our x100 programmes across the West, East, Yorkshire and Greater Manchester, our leadership programme with A Million Realities, and newly established place based leadership programmes for heads and executive leaders.

Role 2: Programme Officer (Cradle-to-Career)

This includes our Cradle-to-Career catalyst, foundations and leadership programmes (which are each distinct phases of our Cradle-to-Career core offer), our Accelerator programme, and a number of bespoke Cradle-to-Career catalyst programmes run directly for partner organisations.

Role 3: Programme Officer (Educational Breakthroughs)

Helping to launch our newest strand of work, developing and growing 'educational breakthroughs' that enable all children to enjoy lives of choice and opportunity. This will include delivery of existing elements of our 'breakthrough portfolio' ([Languages for All](#), developing mapping/ data tools to support local breakthroughs, re-imagining key stage 3 for Lift Schools) and supporting new clients as we begin partnerships with them.

Each role has a distinct portfolio of programmes you will support, but the duties, skills and capabilities required for each role are aligned. We expect the three Programme Officers to work together closely to ensure consistency of delivery across our work, to share learning and to develop a community of practice.

You will work closely with the Directors responsible for each programme, alongside our Events and Operations Officers, who work across all programmes, to ensure our programmes are planned and delivered to a high standard.

We are looking for someone who cares deeply about our ambitious plans, and who has the skills to manage large scale programmes, whilst also being able to independently take action to deliver operational tasks.

Your work will be central to enabling our continued growth, directly supporting the development of strong partner relationships and shaping the experience they have across our programmes, so that they can deliver excellent outcomes for babies, children and young people.

Team Overview

The three Programme Officer roles will create their own community of practice, but will be directly managed by a Director within their programme portfolio.

This role will also contribute within a new cross-organisational team that brings together colleagues from operations, communications and evaluation to share insights and support the ongoing development and quality of our programmes.

Duties

We are looking for Programme Officers that are able to live our core values: bringing **rigour** to our operational systems, executing tasks with **intentionality**, maintaining a strong bias to **action**, and placing **relationships** and **justice** at the heart of how you engage with colleagues and partners alike.

The role of the Programme Officer has three core areas of responsibility:

1. Programme Planning and Project Management

- Project manage multiple, simultaneous programmes across the portfolio with rigour. Work with other programme managers to embed consistent programme management across our organisation.
- Work with the Events and Operations Officers to complete the annual calendar-setting process, setting event dates and key programme milestones. Ensure all events are appropriately staffed.
- Utilise Asana to monitor project milestones, proactively identify off-track delivery risks, and lead status updates during programme meetings to ensure timely intervention.
- Champion the use of HubSpot (CRM) and set up progress dashboards alongside evaluation colleagues.

2. Programme Delivery

- Improve (or establish) processes that ensure that every participant on our programmes has a great experience from the moment they find out about us, to when they exit working with us.

- Manage the main programme inbox, serving as the responsive, warm, and professional first point of contact for routine enquiries from participants and external partners
- Coordinate regular, high-quality programmatic communications (e.g. programme blasts or event invites) to keep participants informed and engaged throughout the year. You may author these, or work with others to ensure they are circulated in a timely manner.
- Ensure all programmatic data collection is in line with GDPR guidelines.
- Support in programme administration tasks, such as preparing papers for steering group meetings, taking minutes and circulating actions.
- Actively participate in cross-organisational reviews, sharing delivery insights in order to improve the quality of our work.
- Programme-Specific Deliverables:

Participant Recruitment & Onboarding: Lead the end-to-end application and onboarding journey for new programme cohorts, including coordinating assessment or sign up windows, distributing welcome materials, and managing intake data.

Coaching Offer Management: Act as the end-to-end operational lead for the leadership coaching offer, managing coach-matching logistics, scheduling, and tracking completion rates.

Contract and Agreement Tracking: Administer the distribution and tracking of Service Level Agreements (SLAs), ensuring signed copies are received prior to delivery.

3. Stakeholder and Relationship Management

- Coordinate the operational onboarding of new bespoke partners, guiding both internal and external senior stakeholders through this initial phase
- Invest deeply in building strong, warm, and respectful relationships with senior external stakeholders across identified bespoke partnerships, acting as a point of contact for any queries and ensuring excellent customer service

- Develop strong relationships internally, particularly with Regional Directors or Breakthrough Project Leads , providing them with regular progress updates, risk assessments, and actionable recommendations ahead of key delivery milestones.
- Actively collaborate with fellow Programme Officers to share operational learnings, standardise delivery templates, and build a supportive internal community of practice.

Personal Specification

Professional Experience	Essential/Desirable
Experience delivering operational and administrative functions	Essential
Project management and using project management tools	Essential
Experience managing senior stakeholders internally and externally	Essential
Data management and process improvements	Desirable
Preparing and maintaining budgets	Desirable
Knowledge and Qualifications	
Intermediate to advanced user of spreadsheet and word processing software (we are currently users of Google Workspace)	Essential
Knowledge of CRM platforms	Desirable
Knowledge of the education sector	Desirable
Skills and Competencies	
Strong relationship management skills	Essential
Highly organised, with the ability to maintain multiple activities in parallel	Essential
Good literacy, numeracy and IT skills	Essential

Ability to show initiative and develop new systems and processes	Essential
Strong written and verbal communication skills	Essential
Behaviours and Values	
Self-motivated, and able to work independently with initiative	Essential
Ability to build relationships with warmth and respect	Essential
Ability to meet deadlines and work calmly under pressure	Essential
Deeply committed to social justice, embedding equity and inclusivity into everyday operational practices	Essential

Further information

Our Values

Here are the Reach Foundation, we have a set of lived values that guide our work;

Rigour. We are clear sighted about the challenges babies, children and young people face. We use the best available evidence to inform our work, strive for excellence in all we do and support each other to attain this.

Relationships. We invest in building the strong relationships needed to tackle challenging, complex problems.

Intentionality. The most important decisions we make are about how we use our time and energy. We evaluate our work and think very carefully about what we start, stop and continue doing.

Action. We have a strong bias to action. We believe that also long as we learn and adapt and work with others, we can make positive change for babies, children and young people.

Justice. We are working to create a more socially just world. The way we work should always support that goal.

How we work

This role is advertised as working from home. We are looking to recruit new colleagues near where our other staff are based:

- London
- Bristol/Bath
- Exeter
- Manchester
- Leeds

We adopt an agile working policy, and believe great work happens when people feel trusted, connected, and able to adapt to what the day asks of them. In practice, agile working to us means:

- We expect you to fully deliver your work. Our commitments and deadlines to each other and our partners matter, and work is completed on time and to the standard our team agrees on.
- You are trusted to organise your day thoughtfully, meaning you can start early or finish later, take a longer lunch break as long as you get done what you need to.
- We expect you to communicate regularly. A remote team relies on connection, therefore we expect you to keep your team in the loop, share challenges and be open to shifting plans if needed.

Ultimately, we believe blending responsibility with flexibility means you are able to bring your best self to work.

Our Commitment to Inclusion

We believe that we can't tackle the complex challenges facing babies, children, and young people, without catalysing action that draws from diverse perspectives and is led by a wide range of voices. We are therefore committed to an inclusive world where every voice, experience, and background contributes to our shared goal of a more socially just future for all – within, around and beyond our organisation.

As we seek to build a team as diverse as the communities we serve, we actively encourage applications from anyone who feels their skills, experience and motivations could serve well in this role. We strongly encourage those with varied lived experiences, disciplines and identities to apply.

Other Details

Salary

£38,158 – £45,175 (Full Time Equivalent)

Hours of Work

Full Time (40 hours per week) with scope for negotiating flexible or part time requests.

Benefits

We offer an enhanced benefits package that includes enhanced family policies, life assurance, working from home allowance, a personal development fund and generous annual leave. We would be delighted to discuss this further with you at interview.