

ThinkForward Programme Support Officer

Job information pack



About ThinkForward

ThinkForward exists to support young people to create better and brighter futures. We want them to be able to identify, realise and shape their aspirations and be ready to make a successful transition into work.

Young people experiencing barriers such as challenging relationships, living in low-income households, or growing up in areas with a lack of access to opportunities can be confronted with hurdles. Without the right support, these barriers can lead to a high risk of unemployment and long-term effects on career and life chances.

There are more than 900,000 16-24-year-olds in the UK who are not at school or college, or don't have a job or training place. Our ambition is to prevent young people becoming one of these statistics.

In 2025, we will be supporting more than 1,500 young people.

For more information on ThinkForward, our vision and mission, our programmes and equalities manifesto, please visit [our website](#).

Our values

Our values are more than words; they are the principles that guide our actions and decisions every day. By embodying these values, we create a positive and empowering environment for ourselves, our colleagues, and the young people we serve.

Read more about how our values are embedded in our work [here](#).

Authentic



Collaborative



Compassionate



Inclusive



Innovative



About our programmes

The **FutureMe** programme provides five years of personalised coaching and employability activities to get young people ready for the world of work. Coaches build trusted relationships, supporting young people to take control, find solutions to challenges, develop skills and create a positive vision for their future.

Specialised ready for work activities support young people to get familiar with the workplace, become inspired and identify a pathway to their chosen career. We run this programme in 15 schools in North and East London, Nottingham and Kent.



About our programmes

The **Making Strides** programme operates in London, working with young adults who have learning disabilities and/or autism with the aim of supporting them into sustainable paid employment.

Coaches provide long-term support to prepare young people for sustainable paid employment. Young people take part in insight visits, work placements and business mentoring to build their experience and develop skills and capabilities. We also work closely with parents to engage them in the opportunities and benefits of the programme.



About our programmes

The **Future Leaders** programme works with young Black men and women and South Asian women that are at risk of exclusion or have been excluded from mainstream school.

In London, young Black students are more likely to be excluded from school than white British students and young Black men experience disproportionately high unemployment rates.

To tackle these issues, Future Leaders supports Black and South Asian students in alternative provisions and schools to make a successful transition into a post-16 destination, overcome the barriers they may face such as a lack of networks, social capital and soft skills, and prepare them to be ready to find a fulfilling career.



About the role

As ThinkForward's programmes and systems become more varied and sophisticated, the new role of Programme Support Officer is required to take responsibility for supporting our front-line teams to ensure impactful delivery of our programmes.

The role will drive administrative processes, supporting the smooth running of the engagement lifecycle from enrolment to programme exit. They will act as the point of contact between our delivery and development teams for funder and commissioner reporting. They will administer and co-ordinate cross team workstream projects to improve processes.

The role will actively support and promote ThinkForward's commitment to Equity, Diversity and Inclusion by embedding these principles into organisational processes and programme design to foster a culture where every individual feels included, valued and supported.

If this sounds like your kind of role, we want to hear from you!

For job description and person specification details [please click here.](#)

Please send your CV and cover letter to jobs@thinkforward.org.uk

Your cover letter should be no more than 1 page and should outline your suitability for the role. We're especially interested in hearing about experience you have in managing different timelines and juggling requests from different parties, or how you might approach such a challenge.

If you require any reasonable adjustments during the application period, including submitting your application via a telephone call, please email jobs@thinkforward.org.uk so we can make arrangements for you.

Early interest is encouraged as we'll be reviewing applications as they arrive.



The details

Contract:	Permanent, full-time (37.5 hours per week)
Salary:	£29,500 per annum
Start Date:	April/May 2025
Location:	Flexible, with an expectation of travel to London and delivery regions
Closing Date:	17th March 2025
Interviews:	20th March 2025, via an in-person assessment day at our central London office

ThinkForward offer a range of employee benefits including:

- Pro rata 25 days annual leave, increasing annually by 1 day after two years service
- 3 additional days' leave for office closure days between Christmas and new year
- Up to 2 days' leave for volunteering or 4 half days to support wellbeing
- A commitment to personal development
- 4.5% employer pension contributions - 1.5% more than the statutory minimum of 3%
- Interest free employee loans
- Cycle to work scheme
- Employee discounts and rewards scheme
- Employee Assistance Programme
- Flexible bank holidays

Important information

ThinkForward is committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults and expects all staff and post holders to share this commitment.

ThinkForward is committed to equality of opportunity for all staff and applications from individuals are encouraged regardless of age, disability, sex, gender identity, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

As a registered Disability Confident employer, ThinkForward has an accessible recruitment process. We offer interviews to all applicants who meet the job requirements and who declare themselves as having a disability. If you need support, such as materials in larger print, dyslexic-friendly fonts or adjustments for the interview, please contact jobs@thinkforward.org.uk and we will ensure you have what you require to successfully complete this process.



ThinkForward

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ThinkForward is a charity registered with the Charity Commission.
Registration number 1152862.