

Regional Operations Manager Glasgow and Edinburgh

My name is Rachel Carr and I am one of the founders of **Into**University and its current CEO.

We're an award-winning charity that runs local learning centres in the heart of communities where the young people we support live. Our centres provide an innovative education programme which includes practical learning support and motivational and confidence-building activities for children and young people aged 7-18. Our aim is to inspire students from the least advantaged neighbourhoods to broaden their horizons and achieve their full potential.

As the UK's leading university access organisation, our staff team is helping thousands of young people each year to achieve their potential. From Autumn 2021 we will have thirty-seven centres and extension projects across England and Scotland, with ambitious plans to scale-up our provision further over the coming years.

We are looking for a high-calibre candidate to take on the role of Regional Operations Manager for Glasgow and Edinburgh, whilst fulfilling the role of Centre Leader in a new centre in Glasgow. As a Regional Operations Manager, you will ensure that all the centres in your cluster are working effectively by directly line managing the Centre Leaders. In your role as Centre Leader you will have responsibility for running your **Into**University centre, including planning and delivering the programme, liaising with external stakeholders (including our university partners) and meeting **Into**University's targets for delivery.

As a charity with social mobility as its core objective, **Into**University is wholly committed to equality of opportunity. We work with children and young people from a diverse range of backgrounds, and we believe that our staff team should be similarly diverse and representative. The more inclusive we are, the better our work will be, and we recognise that we have much more to do in this regard. We are committed to building a culture where students, staff and volunteers are valued for the unique people they are. We therefore encourage applications from candidates from as wide a range as possible of ethnic, cultural and social backgrounds. In particular, we actively and warmly welcome applications from Black, Asian and minority ethnic candidates, male candidates and candidates with a disability as they are currently under-represented within **Into**University.

If you believe that all young people deserve the chance to develop their talents regardless of their background and want to play a part in helping them succeed, then we would be delighted to hear from you.

Thank you very much for your interest and I look forward to receiving your application.



Rachel Carr

Dr Rachel Carr,
Chief Executive Officer
& Co-Founder

Regional Operations Manager

Glasgow and Edinburgh

At a glance

Based in

Glasgow

Contract

Full-time, permanent

Start date

2 August 2021

Salary

£34,000 per annum

Please note that the start date and scope of this role are dependent on COVID-19 restrictions.

9:30am – 6.00pm

Some additional weekend & unsocial hours will be required.

Annual leave

33 days (including bank and public holidays)
+ additional 2 closure days at Christmas
+ additional length of service entitlement

Line management

You will be line managed by the Head of Operations (Scotland)

Staff benefits

- Employee Assistance Programme
- Staff in FOCUS – rewards, competitions and prizes across the year
- Interest-free new starter loans of up to £1,000
- Summer working hours
- Cycle to Work Scheme and Travelcard Loan Scheme

Please contact jobs@intouniversity.org if you have any questions.

Regional Operations Manager

Glasgow and Edinburgh

Application details

Application deadline

4 May 2021 (9am)

Deadline for submitting video presentation

6 May 2021 (9am)

Selection day (online)

18 May 2021

Please visit our website at <https://intouniversity.org/content/current-opportunities> to apply via our online portal. You will be asked to:

1. Upload your covering letter: Please tell us why the position appeals to you, and how your skills and experience demonstrate your suitability for the role. (Not more than 600 words.)
2. Upload your current CV, which should include full education and employment history (including dates, with no gaps left unexplained).
3. Answer some short questions reflecting upon how you have demonstrated the **Into**University values of Talent, Quality, Compassion, Aspiration and Teamwork.
4. Provide details of two referees (to be contacted upon successful appointment to the role). One of your referees should be your current or most recent employer.

We will email all candidates on 4 May 2021 with details of a **very short video presentation** for you to complete, to help us with our shortlisting process. The deadline for submitting your video presentation will be 9am on 6 May 2021. When we write to you, we will provide full guidance on how to complete this task, and we will ask whether you have any specific requirements or need adjustments in order to access the task or to perform to the best of your ability.

If shortlisted for interview you will be invited to attend our selection day on 18 May 2021.

Please note that in line with our Safer Recruitment practices, successful candidates will be subject to a PVG scheme membership check if selected for this role. The charity's policy on the recruitment of ex-offenders can be found [here](#), and you can find full details of Disclosure Scotland's code of practice [here](#).

Regional Operations Manager

Glasgow and Edinburgh

How will COVID-19 affect my application?

We are delighted that our centres have reopened in line with government guidelines. Nevertheless, we recognise that circumstances may change and bring additional challenges for how we recruit and train new staff. The structure and timeline of the selection process, start date and training programme set out in this job pack are therefore subject to change. We'll keep you updated during the selection process.

What training will I receive?

You will begin your employment with a six-week training programme. We expect training to be a blend of face-to-face training and remote learning, dependent on COVID-19 restrictions. You'll be training alongside other members of your cohort, so you'll get to know them really well whilst you learn everything you need to prepare you for your role. Unfortunately, due to COVID-19 restrictions we can't currently confirm the full details of the training, but we'll make sure that you're provided with accommodation and support for travel costs if you're not based in the city the training is held.

You will also take part in our Leadership Exploration and Development Programme (LEaD), where you will receive further training on how to set and achieve meaningful goals for personal and professional growth, as well as further examining our values and your role in the wider organisation and having the opportunity to consider and develop your leadership profile.

Accessibility and adjustments

We are committed to providing reasonable adjustments throughout our recruitment process and we'll always endeavour to be as accommodating as possible.



If you require a different format of the application form, such as large print or Word format, or if you would like to discuss any specific requirements, please get in touch with us at jobs@intouniversity.org or call 02072430242 and ask to speak to a member of the HR Team.

For further information on accessibility and adjustments during our recruitment process, and our commitments as a Disability Confident Committed Employer, please visit the Accessibility FAQs page on our website at <https://intouniversity.org/content/accessibility>

Regional Operations Manager

Glasgow and Edinburgh

What will my main duties be?

- To ensure that the ethos and values of the charity are maintained in your cluster of **Into**University centres;
- To act as direct line-manager for the Centre Leaders in your cluster;
- To ensure that each Centre Leader has an individual package of support agreed based on their professional development needs;
- To ensure that all centres in your cluster are working effectively and delivering the service specified in the organisation's delivery plan and that targets are monitored and met;
- To support the Centre Leaders in your cluster to recruit children and young people to all strands of the programme;
- To support the Centre Leaders in your cluster to plan project delivery over the academic year and to liaise with existing schools and other partner bodies;
- To support the Centre Leaders in your cluster in strengthening links with other agencies (e.g. corporates, schools, colleges, universities, and other voluntary sector bodies), attending meetings, making partnerships, regularly reviewing existing partnerships;
- To take responsibility (with support from the Head of Operations (Scotland) and Senior Leadership Team) for managing university partnerships in your cluster;
- To support the Centre Leaders in your cluster to ensure that the high quality of the educational programme is maintained, targets are reached and that the pastoral needs of the children and young people are met at each centre;
- To support the Centre Leaders in your cluster to oversee the day-to-day running of the education centres;
- To support the Centre Leaders in your cluster to ensure that all delivery staff are properly managed and supported, and that specific training and development needs across the network and at individual centres are met;
- To play an active role in the delivery of the education programme across the cluster and provide cover support when required
- To support the Centre Leaders in your cluster to ensure that staff performance is thoroughly reviewed through the probationary and appraisal systems and that issues of underperformance are identified at an early stage and addressed swiftly and appropriately;
- To ensure that the operating costs at each centre in your cluster are keeping within budget and that centres are allocating resources carefully;
- To work with the SMT and the Health and Safety Officer to take responsibility for Health and Safety at the centres in your cluster;

Regional Operations Manager

Glasgow and Edinburgh

- To work with the Safeguarding Team to ensure all safeguarding procedures and policies are implemented correctly in the centres in your cluster;
- To support the SMT with the full process of the recruitment of Graduate Trainee Education Workers including assessing application forms, assisting with selection days, inputting into shortlisting candidates and playing a full part in developing and delivering the graduate training programme;
- To ensure compliance with all necessary regulations and legal requirements, including the Children and Young People (Scotland) Act, Protection of Vulnerable Groups (Scotland) Act, and legislation and policies related to Equal Opportunities and Health & Safety, and to undertake any task that may be requested from time to time that may be consistent with the nature and scope of this post;
- To report to the SMT and Trustees on the work and performance of the centres in your cluster;
- To support the Centre Leaders in the day-to-day financial management of the centres;
- To work closely with members of the **Into**University Fundraising Team to manage annual reporting to university partners.

As Centre Leader in your **Into**University centre:

- To ensure that the ethos and values of the charity are maintained in the **Into**University centre;
- To create and oversee relationships with local education providers;
- To act as the main point of contact with our university partners;
- To oversee the successful delivery of our educational programme at one of our centres using positive behaviour management and adhering to the **Into**University safeguarding policy. Including:
 - Managing the centre delivery timetable, taking responsibility for leading and delivering (with help from the **Into**University Education Workers) the after-school Academic Support programme, including: leading and managing staff and tutors; recruiting and leading volunteers; liaising with university partners; publicity; taking responsibility for organising the classroom; maintaining the good behaviour of users; implementing **Into**University's positive behaviour management policy; developing new resources.
 - Assisting fully with the organisation and high-quality delivery of the Primary and Secondary FOCUS programme, supporting the **Into**University Education Workers with responsibility for these strands.
 - Assisting fully with the organisation and high-quality delivery of the Mentoring Programme, supporting the **Into**University Education Worker with responsibility for this strand.

Regional Operations Manager

Glasgow and Edinburgh

- Taking responsibility, working with the support of your line manager, to ensure that the high quality of the educational programme is maintained, centre targets are reached and that the pastoral needs of the children and young people are met.
- Taking the lead in working with your line manager and the **Into**University Education Workers to recruit children and young people to all strands of the programme.
- Liaising with your line manager to plan project delivery over the academic year and to take the lead in working with the **Into**University Education Workers to liaise with existing schools and other partner bodies, including corporates, universities and other voluntary sector bodies.
- To lead the staff team at the centre, generating a positive working environment and ethos and ensuring that the team are well motivated, are managing their workloads effectively, and are providing a high quality service;
- To oversee the administration and day-to-day running of the education centre, including, for example: organising small maintenance jobs, ensuring the site is left tidy, overseeing the cleaner, being the 'face' of **Into**University to parents and other visitors and ensuring Salesforce database records and monitoring requirements are kept up to date;
- To provide input into the staff probationary and appraisal processes.
- To ensure that **Into**University policies and procedures are met and regularly reviewed at the centre.
- To take responsibility for petty cash;
- To take responsibility for an additional area of the charity's work – to be agreed on appointment;
- To play a full part in delivering the training of the Youth Development Interns;
- To undertake any task that may be requested from time to time that may be consistent with the nature and scope of this post.

Regional Operations Manager

Glasgow and Edinburgh

Eligibility for the role

In order to be eligible for the Regional Operations Manager role, applicants will:

- Have a minimum of three years' full-time paid or voluntary experience working with children and young people;
- Have a minimum of one year's experience of people management and/or high-level project management; for example, a qualified teacher might have experience leading a subject stream or holding a whole-school responsibility;
- Have the right to work in the UK (please note that as a charity we do not have the capacity to sponsor work visas).
- Have experience of safeguarding young people and implementing safeguarding practice in an educational setting;
- Be able to apply knowledge of the college system, F.E. and H.E. (e.g. UCAS applications) to help young people decide about their futures; and have knowledge of national developments in H.E. and their impact on young people traditionally underrepresented in H.E.;
- Have experience of confidently negotiating with a variety of stakeholders; for example, head teachers, funders, universities;
- Ideally have previous experience of managing multiple projects;
- Ideally have previous experience of managing teams;
- Ideally have experience of working with databases;
- Ideally have experience of programme review and development.

Regional Operations Manager

Glasgow and Edinburgh

Who are we looking for?

We are looking for people who can demonstrate our values: Talent, Quality, Compassion, Aspiration and Teamwork.

Talent: At IntoUniversity, we value and recognise the talent of every person.

Are you someone who enjoys motivating others by reinforcing their self-belief? We need staff who will believe in our young people and support them to succeed. You will be ambitious to enhance your own professional development and to support the professional development of staff members within your cluster. You will also have effective leadership qualities and the potential to develop as a leader.

Quality: At IntoUniversity, we complete everything to the highest possible standard

Are you someone who is hard working and has the commitment to see things through? We need people who take pride in their work and complete tasks to the best of their abilities. You will have a growth mind-set, embracing challenges and reflecting on how to develop and improve. You will also have highly-effective organisation and time-management skills, and be able to meet tight deadlines and carry out professional and effective monitoring and evaluation.

Compassion: At IntoUniversity, we practise pastoral, long-term care

Are you someone who is kind and supportive of others? We need leaders who can motivate and interact positively with children and young people as well as with colleagues and stakeholders. You will be attuned to the pastoral needs of our students alongside supporting their learning, and you will be able to model effective positive behaviour management in classroom settings. You will also manage members of staff and volunteers compassionately and constructively.

Aspiration: At IntoUniversity, we behave aspirationally and positively

Are you someone who has a positive outlook? We need team members to be aspirational role models to our young people who can make learning come alive. You will also need excellent communication skills to be able to communicate the ethos and value of the IntoUniversity programme to a range of audiences including schools, university volunteers and other partners.

Teamwork: At IntoUniversity, we promote teamwork and togetherness

Are you someone who enjoys working as part of a team to achieve shared goals? We work to transform the landscape of Higher Education in the UK and we want people with the vision and drive to help us make that a reality. You will be kind and supportive of colleagues, students and stakeholders. You will also be committed to building an inclusive culture in which everyone is valued for the unique people they are.