

Job Description – Programme Delivery Manager

Job Title	Programme Delivery Manager, Programme Management Team
Line Manager	Director of Programme Delivery and Enhancements, The Scholars Programme
Salary	£34,963 (+ £2,000 London Weighting if relevant)
Contract	Permanent
Hours	37.5 hours per week Monday to Friday, flexible working with 10am – 3pm core hours, some evenings and weekends required
Based	One of our UK offices (London, Leeds, Birmingham, Cardiff), including frequent travel across UK. From Autumn 2021 all teams are working one day per week from their usual offices, this will increase to 2 days per week on a permanent basis.
Benefits	36 days' holiday (inclusive of bank holidays) increasing by 1 day per year up to a maximum of 41 days, employer contribution to pension, interest-free season ticket loan, professional development day allowance + budget, health cover cash plan
Start Date	December 2021 (with some flexibility)

The Organisation

The Brilliant Club is an award-winning charity that mobilises the PhD community to support students who are less advantaged to access the most competitive universities and succeed when they get there. We do this through three programmes where we recruit, train and place PhD researchers to work with state school pupils: either part-time as tutors through The Scholars Programme and The Brilliant Tutoring Programme; or full-time as classroom teachers through Researchers in Schools (RIS).

The Opportunity

We are excited to be recruiting a Programme Delivery Manager to join The Scholars Programme. In our 'Join The Club' strategy we have set out our ambition for university access, focusing on the two goals: working with more pupils than ever before and extending our support across the student journey; this will only be successfully delivered by working together with our key stakeholders. The Programme Delivery Manager will play a central role in the delivery of the necessary efficiencies and enhancements of the Scholars Programme to support the strategy goal to work with more pupils than ever before.

This role will lead on the central Delivery Cycle for The Scholars Programme team, creating correspondence and guidance for schools and PhD Tutors and collaborating with other teams to ensure communication is streamlined and consistent. This is a key role within the Programme Management team, ensuring high quality pupil impact by tracking data returns, providing team briefings and ongoing training and support. They will support with the development, testing and embedding of new processes and projects including IT developments, and will be the first contact point for troubleshooting issues. This role will manage a small team of Programme Coordinators who will support Programme Officers and Programme Managers to meet programme delivery targets.

The role requires an accomplished professional, with proven experience of high-quality programme delivery. They will champion the charity's values and embody them in interactions with colleagues and partners, establishing themselves as someone who can be relied upon, supporting the whole team and proactively finding ways to improve what we do.

This is a great opportunity to join the Brilliant Club team as we become the UK's largest university access movement. We are looking forward to meeting great candidates who are excited to join us as we help more young people progress to university and thrive when they get there.

We think it is important that our charity reflects the lived experience of our beneficiaries, and we want to be an organisation where employees from any background can thrive. We particularly welcome applications from disabled, Black, Asian and Minority Ethnic (BAME), Lesbian, Gay, Bi, Trans including non-binary (LGBTQ+) candidates, and candidates from low income families. These groups are currently underrepresented at The Brilliant Club and we are committed to increasing representation and diversity at the charity.



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To Apply	Please click here to fill out our Equality and Diversity Monitoring Form and here to submit your application. Please note that we will not consider applications that do not refer to this post.
Deadline	9 am Thursday 28 th October
Interviews	1 st Round – Tuesday 2 nd November, 2 nd Round – Thursday 4 th November
Further Details	Please visit www.thebrilliantclub.org or call Chloe Hayes on 020 3005 3341

Person Specification

Time and Resource Management

- Excellent organisational skills, with the ability to prioritise and manage time effectively
- Ability to be flexible and adapt to changing priorities
- Helps others to develop the skills and behaviours to build good time and resource management

External Stakeholder Knowledge and Management

- Knowledge of the school and university sectors, including the university access agenda
- Coaches the team to identify issues and opportunities to better manage external stakeholder relationships

Communication

- Excellent written and verbal communication skills
- Confidence communicating with, and delivering to, a range of stakeholders
- Makes sound, nuanced judgments about how, when and whether to communicate difficult or complex messages
- Leads improvement in the way we communicate with stakeholders

Initiative and Problem Solving

- Proactivity in seeking to enhance processes and identifying emerging risks, solving problems and suggesting solutions as they arise
- Ability to spot inefficiencies in systems and suggest/ implement improvements
- Encourages a culture of innovation

Developing Self and Others

- Self-reflective and committed to own professional development
- Committed to sharing best practice and developing team members
- Stretches self, team members and colleagues to develop

Role Specific Knowledge and Skills

- Essential – Knowledge of The Scholars Programme and The Brilliant Club's wider work
- Essential – Excellent knowledge and confidence with using different IT platforms such as virtual learning environments and CRM systems
- Essential – Capable of adapting quickly to new systems and interfaces
- Essential – High level of attention to detail
- Essential – Ability to present and explain the programme to a range of stakeholders
- Essential – Knowledge of educational interventions, including impact management
- Desirable – Teaching skills, including delivering training to adults

Role specific Experience and Qualifications

- Essential – Experience as a high-performing member of a programme delivery team
- Essential – Experience of supporting other colleagues to deliver programme excellence
- Essential – Experience of leading strands of work (across the programme, the charity more widely or in a previous job) with minimal management support
- Desirable – Experience of line management

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Key Areas of Responsibility

The following areas of responsibility are the core of the role. However, the role is flexible and will vary according to the needs of the team, and the background and experience of the successful applicant.

Programme Delivery

- Manage all central programme delivery resources, including continually editing correspondence and internal/external guidance documents to support high quality communication with schools and tutors
- Actively deliver aspects of The Scholars Programme including staffing university trips and delivering tutor training
- Continually support and upskill Programme Officers to improve their placement management skills, sharing best practice, including across The Scholars Programme and Brilliant Tutoring Programme teams
- Collaborate with colleagues in Tutor Engagement, School Partnerships and University Partnerships to ensure the Programme Management team are continually updated of emerging issues and any necessary adjustments to programme management that will need to happen
- Support the Director of Programme Delivery and Enhancements to roll out the programme efficiencies and enhancements strand of the 'Join The Club' strategy to support the scaling of The Scholars Programme
- Collaborate with colleagues in the University Partnerships team to ensure that the communication of university events to schools and tutors is effective and timely

Impact and Reporting

- Collaborate with colleagues in RAID to prepare for, and roll out, termly school impact reports
- Lead on ensuring high data return rates; this will include setting up central tracking methods and systems for following up on outstanding data, and collaborating with RAID (Research and Impact Department) and IT to trial new approaches to data collection
- Work with the Research and Impact Department and Teaching and Learning Manager to analyse pupil outcomes data to make continual improvements of programme delivery

Programme Technology

- Collaborate with colleagues in technology to develop existing platforms used within The Scholars Programme; this will include suggesting developments, testing and providing feedback
- Support the development of IT systems and processes by suggesting continual improvements and suggestions linked to the Delivery Cycle to ensure they meet the needs of our stakeholders and delivery team
- Lead on troubleshooting IT issues raised by the delivery team

Management and support

- Lead the team of two Programme Coordinators to support all Programme Officers and Programme Managers with the delivery of The Scholars Programme. At times this will also involve identifying when further admin support will be required by the Programme Management team and coordinating this with other Line Managers across the Access Programmes team
- Support the Programme Managers to identify opportunities for team efficiencies
- Provide direct reports with pastoral support and development opportunities
- Lead the design and delivery of Delivery Cycle induction and training sessions

Wider Support

- Support the charity's wider activities, including data collection, reporting, and communications.

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Safeguarding at The Brilliant Club

The Brilliant Club is committed to proactively safeguarding children, beneficiaries and staff and to taking reasonable steps to protect all those who come into contact with the Charity from harm. The safety and welfare of everyone affected by the Charity's activities, especially children is a key governance priority.

As part of our recruitment and selection process and commitment to safeguarding, we will undertake a Disclosure and Barring Service (DBS) check of all individuals in this role. Any offer of employment will be subject to a satisfactory disclosure report.