

Job Description – BTP Programme Manager



The
Brilliant
Club

Job Title	Programme Manager, Brilliant Tutoring Programme
Line Manager	Director of Programme Management, BTP
Salary	£34,963 (plus £2,000 London weighting if applicable)
Contract	Permanent
Hours	37.5 hours per week Monday to Friday, flexible working with 10am – 4pm core hours, some evenings and weekends required
Based	We have offices in Birmingham, Cardiff, Leeds and London. Although we are a hybrid organisation and will enable you to set up an office to work effectively from home, we do think in-person connection time is important. After your first month in this role, we expect you to be connecting face-to-face with colleagues on at least 3 days per month. In your first month, we'll ask you to be in offices a little more regularly than this to make sure you're getting to know your key colleagues and feeling connected to the organisation.
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	September - October (negotiable)

The Organisation

We mobilise the PhD community to support students who are less advantaged to access the most competitive universities and succeed when they get there.

Between now and 2026, we will work with 100,000 students across the UK to help them to develop the knowledge, skills and confidence to access the most competitive universities. We estimate that this will result in 30,000 of these young people progressing to a competitive university. By the end of the decade, one in ten state school students at the most competitive universities will be a graduate of The Brilliant Club's Scholars Programme. We will also support 11,000 students from disadvantaged backgrounds to succeed once they enter universities.

Every member of The Brilliant Club contributes to the success of our strategy. We hope that you'll consider joining us, as we work to create a fairer society where no child's education is limited by their background.

The Opportunity

We are excited to be recruiting a Programme Manager to join The Brilliant Tutoring Programme. This role will play an important role in the delivery and management of The Brilliant Tutoring Programme, which is currently being delivered as part of the government's National Tutoring Programme (NTP). The Brilliant Club is also exploring opportunities for the charity to deliver attainment raising activities beyond the NTP.

The BTP Programme Manager will support the team leadership of the BTP team, ensuring excellent programme delivery to all BTP schools. The BTP Programme Manager will manage at least two Programme Officers, each managing a cluster of school- Tutor relationships. The Programme Manager will oversee all aspects of programme delivery by Programme Officers ensuring key performance indicators are met. They will coach and support Programme Officers to deal with difficult and sensitive issues from schools and Tutors, becoming directly involved as a point of escalation. The Programme Manager will design and coordinate the programme delivery cycle, ensuring that all communication to external stakeholders is high quality. The Programme Manager will deliver aspects of our provision including tutor assessment and training.

The role requires a driven and dynamic team player, with experience of success in programme management. They will be positive and proactive, with a commitment to delivering excellent standards. They will champion the charity's values and embody them in interactions with colleagues and partners.

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, 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.



To Apply	Please click here to fill out our Equality and Diversity Monitoring Form and here to submit your CV and the answers to three application questions. Please note that we will not consider applications that do not refer to this post.
Deadline	9:00 am, 22 nd August 2022
Interviews	First round: Week commencing 22 nd August Second round: Week commencing 29 th August
Further Details	Please visit www.thebrilliantclub.org or call Nato Asaturov on 02030053341

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
- Manages projects, with appropriate levels of time and resource input

External Stakeholder Knowledge and Management

- Knowledge of the school and university sectors
- Coaches the team to identify issues and opportunities to better manage external stakeholder relationships
- Actively shares useful information about stakeholders with internal colleagues at all levels
- Confidence in handling enquiries and conflicts from external stakeholders and adapting approach to meet different needs

Communication

- Excellent written and verbal communication skills
- Evaluates the quality of communications within their team, suggesting improvements
- Confidence communicating with, and delivering to, a range of stakeholders
- Confidence presenting and delivering sessions to a range of audiences including school-aged children and adults
- Makes sound, nuanced judgments about how, when and whether to communicate difficult or complex messages

Initiative and Problem Solving

- Proactivity in seeking to enhance processes and identifying emerging risks, solving problems, and suggesting solutions as they arise
- Makes the case for improvements that have a positive impact and effectively shares solutions and improvements within relevant teams
- Encourages a culture of innovation
- Works with their team to respond quickly to solve problems, seeking input from relevant internal stakeholders
- Uses and seeks out the best data available to analyse patterns and arrive at robust solutions or improvements

Developing Self and Others

- Self-reflective and committed to own professional development
- Stretches self, team members and colleagues to develop

Person Specification

- Essential – Proven experience in leading the delivery of a project or programme across a locality
- Essential - Demonstrable experience of working in/with schools or the higher education sector
- Essential – Experience of managing a team
- Desirable – Qualified teacher (QTS or above) or academic research experience (Masters or above)

Role Specific Knowledge and Skills

- Essential – Knowledge of educational interventions, including impact management
- Essential – Knowledge of the school sector
- Essential – Capable of adapting quickly to new systems and interfaces
- Desirable – Teaching skills/delivering training to adults
- Desirable – Effective stakeholder management experience. Experience of engaging with schools, including senior leaders, to develop effective ongoing relationships to support the delivery of a project or programme.
- Desirable – Confident in using digital systems for delivery

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.

Team Management and Programme Leadership:

- Lead a team of Programme Officers, ensuring high quality programme delivery resulting in excellent pupil outcomes. This will include regularly monitoring programme outputs to ensure the team are on track to meet key performance indicators and targets.
- With the support of Director of Programme Management ensure effective collaboration between Programme Officers and Coordinators.
- Work closely with colleagues in Tutor Engagement and School Partnerships to plan effectively for placement delivery and resolve escalated issues.

Stakeholder Management:

- Oversee the relationship management of school and Tutors by Programme Officers, including dealing with escalated issues to ensure positive solutions are reached and ensure the team has strong systems in place to manage high volumes of relationships continuously.
- Support and coach Programme Officers to maintain effective relationships with schools which will include ensuring programme renewal and high Net Promoter Scores. This will include identifying opportunities and solutions for non-renewal schools.

Programme Delivery:

- Lead on ensuring high data return rates from Programme Officer direct reports, regularly evaluating patterns in data from school placements to identify areas of improvement, making changes as necessary.
- Design and co-ordinate the BTP Delivery Cycle, with support from the Programme Co-Ordinator.
- Lead on ensuring that POs are effectively trained and briefed to ensure that all programme delivery processes run smoothly, including the monthly tutor payroll.
- Support the Director of Programme Management to quality assure and make improvements to the systems and processes used in the delivery of BTP.
- Support the BTP team with troubleshooting of IT issues, liaising with the Tech team as necessary to implement solutions.
- Directly deliver aspects of BTP programme including training tutors and assessing tutors at assessment centers.