



**Ambition
Institute**



AMBITION INSTITUTE | JOB PACK:
Programme Manager

WHY WE EXIST

Children from disadvantaged backgrounds don't do as well as their peers at school.

We know that improving teaching and school leadership is the best way to address this gap. No other aspects of the school system have as much influence on pupil achievement, particularly the achievement of pupils from disadvantaged backgrounds.

Ambition Institute has one purpose: to help educators serving children from disadvantaged backgrounds to keep getting better.

WHAT WE DO

At Ambition Institute we help schools tackling educational disadvantage to keep getting better, and help their teachers and school leaders to become more expert over time.

That's how we'll make sure every child gets a great education and the best possible start in life.

- > We train teachers and leaders at all levels to get better at the things that make the biggest difference: what you teach, how you teach it, and how you create the conditions for schools to thrive.
- > We share what works. Everyone can benefit from evidence of how great teaching and leadership can improve schools and change lives, so we connect people to the latest research and the best practice out there in the system.
- > We champion every teacher and school leader's potential to develop, as the driving force for sustainable school improvement.

OUR IMPACT

We have worked with **14,000** educators,
across over **3,000** schools, reaching more
than **1.3 million** children across the country.



WHAT IT'S LIKE TO WORK HERE

It's an exciting time to join Ambition. We've changed a lot over the last four years – merging three charities into one and expanding our offer to the education system. We're respected as one of the sector's biggest providers of high quality professional development and have an exciting future ahead of us.

We have around 220 staff across England. Though we are all mostly working from home right now due to Covid-19 restrictions, we have offices in London, Manchester and Birmingham as well as a number of home-based staff.

Our staff are dynamic and mission-driven, committed to helping teachers and school leaders give children from disadvantaged backgrounds the best possible start in life.

As a charity dedicated to professional development, we also want to keep getting better ourselves. We respect diverse backgrounds and expertise, and we support and challenge our staff to do high quality work.

OUR OFFER

- > Agile working culture, so you can control how you work.
- > Staff affinity networks that help keep equality, diversity and inclusion at the heart of our work.
- > Enhanced maternity pay after a year's service.
- > Shared parental leave package.
- > Access to free, confidential 24/7 wellbeing and support line.
- > Professional development offer for all staff.
- > 25 days' annual leave + bank holidays.
- > Employer pension contribution of 11% (10% pension plus 1% national insurance rebate).
- > Interest free season ticket / bike loans.

YOUR APPLICATION

BIAS-FREE RECRUITMENT

We want to bring the best people into the organisation so we use a system that removes as much unconscious bias as possible from our recruitment. We don't assess your CV, but shortlist based on how well you answer a number of work sample questions related to the role.

SAFEGUARDING

We take the welfare of children and vulnerable adults very seriously. We ask all staff to complete a number of pre-employment checks, including a criminal declaration form and a DBS check where needed.

RIGHT TO WORK

As an employer, we are responsible for preventing illegal working in the UK. Employees must prove their right to work in the UK by verifying the relevant documentation of all current and incoming colleagues.

 ambition.org.uk

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 @Ambition_Inst

Programme Manager

Job description

Salary	£28,000 per annum + £3,000 London weighting (if applicable)
Location	Birmingham, London, Manchester
Working pattern	Full-time, 37.5 hours per week
Contract	Permanent
Reporting to	AD, Programme Leadership
Direct reports	Dependent on specific programmes to which the role is assigned - could include Senior Associates, Associates or not required to line manage.
Main contacts	<p>Internal – Programme Leadership, Programme Operations, School Partnerships, Marketing and Communications, Programme Design, internal support functions (e.g. finance).</p> <p>External – as applicable to the programme – may include a variety of programme stakeholders e.g. participants, school leadership teams, delivery partners etc. In some cases there will also be the opportunity to engage with other stakeholders such as funders.</p>
Role requirements	Includes some limited evening and weekend work, for which time off in lieu will be given. Occasional travel across the regions required.

Main objectives

This role will lead the operational delivery (end to end project management) of a specific cohort programme. They will provide the interface between the organisation and our stakeholders on a programme or range of programmes providing varied support to stakeholders either directly or through a team. The manager will be responsible for overseeing the quality of engagement with their stakeholders and maintaining excellent customer experience. They may also lead on the development of stakeholder engagement and communication plans.

Main responsibilities

- > Lead the end to end project management of a specific cohort, programme or number of programmes. This may include oversight of overall programme quality, management information, budget management, delivery planning, communications etc.
- > Problem solving delivery and engagement/experience issues as and when they arise.
- > Manage, support and develop a team and /or matrix team to deliver an engaging experience for a portfolio of stakeholders, to create an effective learning environment and ensure a high-quality experience for all involved.
- > They will implement stakeholder engagement and communications plans per programme utilising best channels available (including handbooks, portal, calendar invites, AIS and viva briefings, reminder dates etc.) to provide clear, accurate and engaging information in collaboration with Programme Leaders, Communications Managers, network journey and communications teams. As applicable to the programme they may also develop (as well as oversee the implementation of) these plans.
- > Manage high quality handling of basic and complex in-bound queries, e.g. logistical and technology enquiries, complaints, deferral requests and learning support requests.
- > Ensure all programme elements are resourced and planned in good time as required e.g. programme workplan is set and communicated to relevant parties, delivery groupings are set, events team receive relevant information in good time, resourcing team has high quality information to support allocation of facilitators and/ or coaches etc.
- > Management of programme management information as delegated by Programme Lead, this may include management of the programme/ cohort budget, programme quality and impact information, supporting the monthly and annual reporting cycles etc.
- > Ensure stakeholder feedback is gathered in line with R&E plans, and this is understood alongside spontaneous feedback and fed back to the relevant teams
- > Ensure full records of communications are kept on shared systems accessible to others.
- > Depending on the programme assignment there may be the opportunity for line management and development of Senior Associates and/or Associates.
- > The above list of job duties is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope and grading of the post.

Key Skills and Experience

Essential

Our successful candidate will, of course, demonstrate their commitment to the mission to improve the education and outcomes of children from disadvantaged backgrounds. They will also be able to demonstrate the following qualifications, skills and experience:

- > Experience of delivering excellent customer service.
- > Ability to shape communications through the use of multiple channels to engage and support stakeholders through their learning journey.
- > Excellent organisation, programme and project management skills.
- > Excellent communication skills (written and oral).

- > Excellent team leadership and management skills.
- > Good budget management skills.
- > A commitment to ensuring a high quality experience of those engaging with our programmes, through a focus on continuously improving effectiveness and a real attention to detail.

This post is subject to receipt of two satisfactory references and right to work in the UK.

Please note, this job description is subject to change. With any significant change, we will ensure this is discussed with you before any final approvals and or commitments.

This job description does not form part of your contract of employment. You may be required by the company to undertake any duties within your skills and capabilities which the company reasonably considers necessary to meet business needs.