



**Ambition  
Institute**



**AMBITION INSTITUTE | JOB PACK:**  
Programmes Senior Associate

# 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](https://ambition.org.uk)

 [info@ambition.org.uk](mailto:info@ambition.org.uk)

 020 3668 6865

 @Ambition\_Inst

## Programmes Senior Associate

### Job description

<b>Salary</b>	£24,000 per annum + £3,000 London weighting (if applicable)
<b>Location</b>	Birmingham, London, Manchester
<b>Working pattern</b>	Full-time, 37.5 hours per week
<b>Contract</b>	2 x Permanent 1x Fixed term for 12 months
<b>Reporting to</b>	Delivery Partner Support Lead, Programme Manager or Associate Director: Programme Lead (dependent on the specific programme).
<b>Direct reports</b>	There may be a requirement for line management of a small team; this will vary between programmes.
<b>Main contacts</b>	Internal – Programme Leads, Programme Support team, Programme Operations teams, Learning Design team, internal functional teams (e.g. finance). External – Dependent on the programme suite but could include Delivery Partners, participants and/or school leaders
<b>Role requirements</b>	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 is on the front line of our engagement with key programme stakeholders such as teachers, leaders and programme delivery partners. The Senior Associate will be a member of the team delivering day to day communications with stakeholders on a cohort, programme or range of our programmes, ensuring an excellent level of customer service. They will provide the interface between the organisation and our stakeholders, liaising with other teams to ensure that full programme requirements are communicated and fulfilled. They will also support end to end programme management for the cohort/partners/programme(s) they are responsible for.

As the Senior Associate, the role may include oversight and coordination of Programme Associates, acting as a point of escalation, and helping to develop longer-term programme management plans. The Senior Associate will also be expected to lead on specific projects or pieces of work related to delivering and/or improving the programmes, in addition to providing ongoing NPQ support to participants or delivery

## **Key responsibilities**

### *Support implementation of excellent quality stakeholder engagement and communications*

- > Support implementation of stakeholder engagement and communications plans across multiple channels, e.g. working on handbooks, updating the customer portal, sending out bulk mail-merged emails on Salesforce, etc.
- > Provide high-quality handling of in-bound queries (e.g. from participants or delivery partners), escalating where appropriate in line with agreed escalation policies, and seeking to build a friendly, professional and warm relationship with stakeholders.

### *Programme delivery and support*

- > Attend events, if required, in order to provide a face for the organisation, to build relationships with stakeholders, and to ensure the successful delivery of the programme.
- > Collaborate closely with other teams for successful programme delivery, e.g. to ensure event invitations sent out and event details updated on portal, events team are aware of individual stakeholder needs, resourcing team has high quality information in order to allocate facilitators and coaches carefully to deliver an enhanced experience, accreditation team are aware of likely missed deadlines, etc.
- > Depending on the specific programme(s) to which you are assigned, working with the wider Programme team to plan and oversee the delivery of the communications and support plan for participants who have upcoming NPQ assessments, in addition to working collaboratively with the Assessment team to ensure all required NPQ assessment processes and outputs are met.

### *Manage stakeholder ongoing feedback and ensure excellent experience throughout*

- > Use systems to monitor stakeholder progress and flag where additional support may be required, escalating where appropriate in line with agreed escalation policies
- > Collect and review stakeholder feedback and follow up where appropriate in line with team ways of working, and contribute to continuous improvement across the team
- > Maintain excellent records of stakeholder communications and status on shared systems

### *Development of programme and team*

- > Depending on the specific programme(s) to which you are assigned, there may be the opportunity to line manage and develop Associates (this will be confirmed at interview)
- > Depending on the specific programme(s) to which you are assigned, there may be the opportunity to support on contract management and reporting e.g. with the Department for Education or individual stakeholder contracts (this will be confirmed at interview)
- > Working collaboratively across the programme faculty on faculty-wide priorities

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:

- > An excellent understanding of customer service standards and their application
- > A good understanding of programmatic support to enable stakeholders to succeed in their programmes
- > Excellent organisation, planning and prioritisation skills with excellent attention to detail
- > Excellent communication skills (written and oral), both externally and internally, and experience of using them to engage stakeholders at all levels
- > Ability to use own initiative to respond positively to change and/or to challenging situations with a desire to seek solutions and make improvements
- > Strong analytical skills, with the ability to interrogate data, identify trends and use this analysis to inform participant and/or programme experience

### **Desirable**

- > Line management experience with the ability to lead and empower small teams

This post is subject to receipt of two satisfactory references and an existing 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.