



Candidate pack for  
**Interim Chief Operating Officer**  
**(maternity cover)**

IntoUniversity 

 Starfish

# IntoUniversity – “Our mission is to provide local support that can break cycles of disadvantage and open up new opportunities for young people”

Thank you for considering this interim role at IntoUniversity. Our Chief Operating Officer is going on maternity leave and we are seeking an Interim Chief Operating Officer to take on a broad range of senior strategic responsibilities. This role is for at least 12 months on a fixed term basis. The main responsibility of the postholder is to take on Senior Management responsibility and oversight of the charity's learning centres across the United Kingdom to ensure they are running successfully including managing key strategic partnerships, having senior oversight of our People and HR processes, evaluating the success of our programmes and their impact. You will also have senior oversight of safeguarding and volunteering across the charity and work with other members of the Senior Management Team to assess the feasibility of new IntoUniversity centres to fulfil the aims of the business plan.

## About us

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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. From Autumn 2023, we will have forty-one centres and extension projects across England and Scotland, with ambitious plans to scale-up our provision further over the coming years.

For more information on IntoUniversity [click here](#).



# Main duties of the role:

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The Interim Chief Operating Officer is a senior management position within the charity and reports directly into the CEO.

## Leadership and Line Management

- To act as line manager for a team of Senior Operational staff who manage key areas of the charity. This includes direct management of the charity's Head of People and Culture; Director of Programme Delivery and Operations, Assistant Director of Operations; Head of Operations (Impact and Strategy) and Head of Operations (South of England)
- To maintain a high support and high performance culture that ensures staff are well supported in their roles and there is a culture of continuous learning and development
- To play a lead role in the charity's Senior Leadership Team and work closely with Director of Programmes and Delivery to lead the Senior Operations Team (which comprises of senior staff from across the charity) which has oversight of the running of IntoUniversity's learning centres and programme design, quality and effectiveness
- To take an active role in implementing the organisation's current business plan
- To report to the Trustees Board on the operations of the charity

## Programme Management and Impact

- To oversee the overall management of 41 IntoUniversity learning centres and being alert to potential risks to centres' operational effectiveness; ensuring that all centres are working effectively and delivering the education programme specified in the organisation's business plan
- To ensure that KPIs are monitored and met across the IntoUniversity network and liaising with staff across the organisation including the Director of Development to manage any stakeholder relationships
- Support the SLT and wider IntoUniversity team on all performance matters related to our programmes and partnerships
- To ensure that IntoUniversity's programmes are delivering maximum impact for children and young people by working closely with the Head of Data and Impact to review our impact measurement and evaluation and develop new ways of reporting, demonstrating and communicating our impact
- To work closely with the Chief Finance Officer and Director of Programmes and Delivery to ensure centres are delivering the IntoUniversity programme in line with the organisational budget and that centres are allocating resources carefully
- To make regular visits to IntoUniversity centres across the network to support organisation-wide decision making and ensure there is a strong connection between central teams and local delivery teams

## Quality Assurance and Safeguarding

- To work closely with the Director of Programme Delivery and Operations and Head of Programmes to ensure the quality of the IntoUniversity programme is maintained and our quality assurance systems are working effectively across the organisation
- To work closely with the specialist IntoUniversity Safeguarding Team to identify areas of risk and mitigation and supporting with the management of complex cases and ensure the organisation is always aspiring for best practice
- To work with the Safeguarding Manager to ensure all safeguarding procedures and policies are implemented correctly across the organisation, and that the charity is fully compliant with safeguarding policy and procedures

*\*Please note the post holder does not need to be a safeguarding expert to take on these aspects of the role HR, staff training and development*



## HR, staff training and development

- To line manage the Head of People and Culture and work with the wider HR team to ensure all HR systems, processes and policies are implemented effectively across the organisation
- To take an active role with the rest of the SMT in identifying recruitment needs and appointing new staff to the organisation and managing internal promotions
- To support fully with recruitment and onboarding of new staff across the charity including facilitating selection days and conducting interviews
- To play a lead role with the Head of People and Culture managing all HR aspects of an employee's life-cycle including employee relations and performance management processes
- To work closely with the Talent and Learning Manager and Senior Operations Team to develop the staff training package for staff joining the Graduate Scheme and develop our package of ongoing professional development training opportunities for existing staff members
- To take the lead along with the IntoUniversity central HR team and Heads of Programme Delivery and Operations to ensure that staff teams are properly managed, supported and resourced, that training and development needs are met and staff departures and onboarding processes are managed effectively
- To plan and deliver effective and impactful training sessions to staff at different levels of seniority at IntoUniversity (e.g. our Graduate Training Programme, manager training, ongoing CPD, training sessions e.g. IntoUniversity's Leadership Exploration and Development Programme - LEaD).

## Operational and stakeholder management

- To maintain and strengthen relationships with current delivery partners and ensure high standards of engagement and reporting where this is required
- To work closely with other members of the Senior Management Team and the Head of Operations (Impact and Delivery) to assess the feasibility of new IntoUniversity centre locations including assessing the risks and identifying mitigations of such risks, overseeing capital work to make sites suitable and ensuring new IntoUniversity centre launch schedules are met on time and within budget
- To play a lead role alongside the Chief Executive to develop and strengthen multiple university partnerships, including attending Oversight Board meetings for each university partner and preparing reports as required
- To be a key advocate and ambassador for IntoUniversity

## Other duties

- To ensure that the ethos, values and culture of the charity are maintained across all centres and staff teams, as well as playing a lead role in upholding and strengthening these values across the wider organisation
- To champion diversity and inclusion in your role at all times, referring to the Diversity and Inclusion Staff Responsibilities Guide and fully supporting with the implementation of the charity's Diversity and Inclusion Strategy
- To ensure compliance with all necessary regulations and legal requirements, including the Children's Act, Equal Opportunities, Data Protection, Health & Safety and Working with Vulnerable Groups



# Terms of appointment

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## Salary

The salary for this role is £80,000-£85,000 per annum on a full-time basis for at least 12 months

## Location

IntoUniversity Head Office, 95 Sirdar Road, London W11 4EQ – There is a requirement to be on-site 4 days/week

## Pension contribution

Employer pension contributions of 5%

## Annual leave

33 days (inc bank & public holidays) + additional 2 closure days in December

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 IntoUniversity.

# How to apply

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We hope you will consider making an application. If you have questions about the appointment and would find it helpful to have an informal conversation, please contact [catherine.kift@starfishsearch.com](mailto:catherine.kift@starfishsearch.com) or [ruby.judge@starfishsearch.com](mailto:ruby.judge@starfishsearch.com) and we will be happy to arrange a call.

To make an application, please go to <https://starfishsearch.com/jobs/intouniversity-icoo/> and click on the apply now button, with the following prepared:

- Your CV (no more than three sides).
- A supporting statement (no more than two sides) that sets out why you think this role is the right move for you and how you meet the criteria.

We would also be grateful if you would also complete the Equality and Diversity monitoring form on the online application process. This form is for monitoring purposes only and is not treated as part of your application.

Closing date: 13th September

Interviews with IntoUniversity: w/c 25th September

