



Alumni Programme Manager

Candidate information pack

Dear applicant,

Thank you for your interest in Future First. You could not have chosen a more exciting or challenging time to join us.

Future First is a really great small charity that punches above its weight. We have some strong partnerships, around 400 school and college members and over 265,000 alumni volunteers registered to support young people in state schools across the UK. We know that what we do every day really makes a difference to young people's lives. By giving them connections to past pupils we show them a bright future and give them the chance to hear real life stories about how people have overcome challenges to be successful, in whatever way this means for them. We show them a world of opportunities including work, training, further or higher education, or volunteering. We give young people the tools, knowledge and information they need to make their own choices and find their pathway.

We are ambitious and have plans to grow exponentially over the next three years. Your support will be key in helping us to achieve this. The Alumni Programme Manager role will be fast paced and challenging, ideal for someone who wants to be involved in all aspects of the charity's work including delivering workshops and sessions in schools (or virtually), developing learning materials, trialing new interventions to support disadvantaged pupils, research, project management, sales and fundraising. You will be adaptable, extremely organised, able to work well under pressure and juggle competing priorities, and will be confident at building and maintaining excellent working relationships with a range of stakeholders, both internally and externally.

We are committed to social justice and the value of role models, whatever your background. We are keen to build a workforce that reflects the young people and schools we support. We are always interested in hearing from candidates from diverse backgrounds. At this time, we would particularly welcome applications from Black, Asian and Minority Ethnic candidates, and those who attended state school and were in receipt of free school meals and/or were the first in their family to go to university.

If you share our passion for changing lives, care deeply about disadvantaged young people and believe that you have what it takes to effectively support a small but ambitious charity, then we look forward to hearing from you.

With all good wishes,

Lorraine Langham
CEO

Alumni Programme Manager

About the role

Alumni Programme Managers (APMs) work alongside Regional Programme Managers (RPMs) as the front line of our programme delivery in schools, the conduit for local feedback and intelligence, and form our sales force on the ground. APMs are assigned to a region (North or South) and/or a specific area of our work and carry a portfolio of participating schools and those we hope to sign up in the future.

APMs build strong relationships with schools and groups of schools, enabling them to set up thriving and engaged alumni networks. They deliver workshops with alumni for young people to help improve confidence, motivation and life chances of the student participants. They kick-start this activity by reaching out to former students to invite them to join the network and support their

old school, giving us greater reach. Then they work with schools to maximize the benefit of their network, giving us greater impact.

This particular APM will be working across schools (mainly primary schools) and partners, and as such will know the education sector (particularly at the primary level), their schools and partners well. They understand what is happening on the ground and feed this back into the organisation to drive sales and improve the programme. Each APM is expected to deliver sales, as without these we cannot extend our reach and impact. APMs listen hard to young people and to staff in schools and act on what they hear, to ensure not only high quality programmes but also levels of renewals, recommendations and customer satisfaction.

APMs use social media, local press and case studies to showcase the work of their schools, and work with the Press Officer and Public Relations Officer to highlight this on a regional and national level. They contribute to internal and external communications to ensure colleagues and stakeholders are made aware of the important work they are leading on the ground and the impact on schools and young people.

Duties and responsibilities

Programme delivery

- Build strong working relationships with participating schools and partners, to deliver high levels of customer satisfaction, impact and retention rates
- Take responsibility for delivering a high quality service
- Deliver impactful workshops, careers events and other activities, involving alumni to help raise awareness of the range of education, training and employment options available to young people
- Equip schools with the knowledge and skills to run future events themselves
- Maintain regular contact with schools; ensuring they have the materials and practical help that they need to make the most of their alumni network
- Initiate recruitment of alumni to the network through social media and local community outreach, or support the school to do it
- Find innovative ways to help schools actively involve their alumni in school life, sharing learning and ideas with the APM team nationally
- Manage the volunteer experience by engaging alumni by phone, email and social media, encouraging them to join activities within the school and preparing them in advance of their attendance
- Keep accurate records of school activities, alumni contributions and the number of young people who have benefited from our work, to evidence reach and impact

Programme design and improvement

- Seek feedback on customer satisfaction, impact and service improvement and ensure that this is regularly fed into programme delivery and the annual programme development cycle
- Bring forward ideas about how we can improve

Sales and fundraising

- Give presentations to school Senior Leadership Teams and potential partners on the benefits alumni can bring
- Encourage schools and partners to recommend our services to others, actively working to identify new schools to work with
- Help to deliver greater reach and impact by selling our services into schools and corporate partners

- Ensure sales and renewals targets are delivered

Communications

- Ensure excellent communications, both with alumni, schools and partners and using internal communication channels
- Develop high quality resources to support alumni and schools
- Deliver social media content for your schools and stakeholders, which helps us to meet our communication targets
- Secure compelling case studies using the voices of alumni, school staff and young people
- Work with the Press Officer and Public Relations Officer to secure local, regional and national press coverage and showcase impactful work through other mediums

Partnerships and pilots

- Support new interventions including testing and delivering innovative ideas on the ground by managing a portfolio of pilot primary and SEND schools
- Support the partnerships team with delivery of funded employer partner projects such as workshops and insight days
- Support to cultivate, manage and maintain positive and productive partnerships with primary schools, special schools, employers and other stakeholders too
- Identify potential partnerships with trusts, foundations, institutions, charities, government bodies and others in pursuit of our strategic goals, and support the Partnerships Director and other colleagues with producing strong bids
- Identify and join up opportunities across the business

Other duties

- Support the growth of a national alumni movement by encouraging school alumni to join up and actively engage beyond their local school
- Participate effectively in regional projects
- Undertake any other duties as required by the organisation, commensurate with pay
- Travel is required which may include varied hours and overnight stays.

Person specification

Essential criteria

- Experience of working with teachers and/or young people (ideally at a primary level); persuasive – wins support for plans and ideas
- An engaging facilitation style suitable for delivering impactful workshops particularly for primary students (virtually and in person); experienced presenter
- Knowledge of the UK state education system and an understanding of issues facing schools and young people, particularly within the primary sector
- Experience of building strong, positive relationships with a variety of stakeholders
- Commercially astute; understands costs and pricing; delivers within agreed boundaries
- Credible and professional; strong negotiator; persuasive
- Effective communicator, including communication with young people; can deal with challenging behavior
- Ability to positively promote Future First and its programmes; confident and able to sell; spots and takes opportunities; enjoys business development
- Excellent communications skills - both written, in person and on the phone
- Experience of using social media to drive engagement
- Ability to work to tight deadlines and prioritise work load; works well under pressure

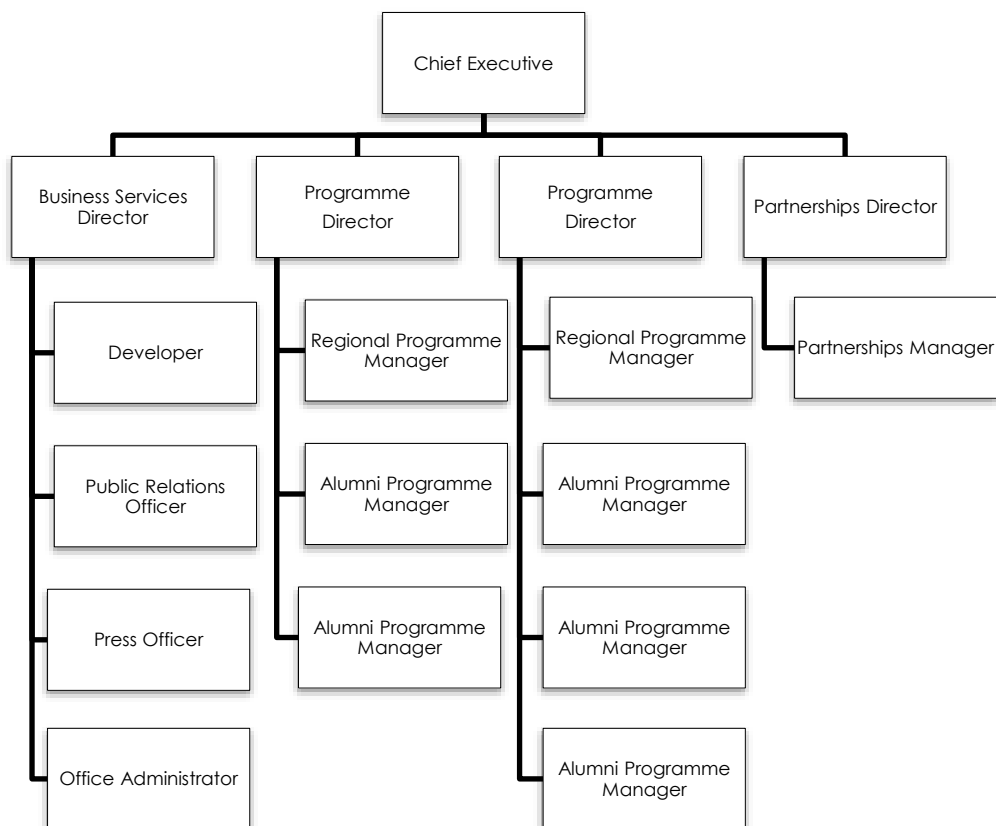
- Demonstrable experience of thorough record keeping
- Tenacious; takes ownership of projects and responsibilities; follows up
- Willing to take initiative and go the extra mile
- Comfortable working independently and remotely from colleagues
- A resilient attitude and proactive approach to problem solving
- Interest in social mobility and issues facing students in UK state education
- Embeds equalities in work
- Consistently shares expertise; strong team player
- Keeps up-to-date with developments, new ideas, resources and tools to aid the fulfilment of work responsibilities
- Is aware of own skills and areas for development; takes responsibility for own CPD
- Is positive and solution focused; willing and able to try new ideas
- Holds self and other team members accountable for achieving an exceptionally high standard

Desirable criteria

- Experience of managing activities involving young people
- Experience of working with volunteers
- Experience of project management

Future First are committed to safeguarding the staff, volunteers and young people we work with. A satisfactory enhanced Disclosure & Barring Service (DBS) check will be required for the successful candidate.

Organisation Structure



Our Values

Social justice

We do all we can to achieve our mission so that a young person's background does not limit their future.

Role modelling

We believe everyone can be a good role model and we lead by example in all we say and do.

Collaboration

We know we have greater impact through building relationships, and by working and learning with others.

Innovation

We are open to fresh ideas and are constantly seeking new ways to make change happen faster.

Terms and Conditions

Job title	Alumni Programme Manager
Reports to	Director
Salary	Starting salary circa £23,350 with opportunity to progress to £26,533 with experience
Annual leave	28 days per year, increasing by one day for each year of service up to a maximum of 33 days
Benefits	Employee pension scheme, comprehensive learning and development plan, cycle to work scheme, travel card loan, flexible working, volunteer days
Contract type	Full-time / permanent
Location	Ideal location for the person undertaking this role would be the Midlands. The role is home based for the immediate future (all staff are home working until at least January 2021). Thereafter, occasional attendance in London will be required, and regular travel to schools and partners across the country will be necessary once restrictions ease.

How to Apply

To apply, please [click here](#) to upload a CV and cover letter that demonstrates how you meet the person specification for the role.

Application deadline:

9.00am, Monday 2 November 2020

Applications submitted after this time will not be considered.

Interviews

Week commencing 9 November 2020

Interviews will be conducted via video call.

Any questions?

If you are considering applying, we would be delighted to have an informal conversation about this role.

Please email info@futurefirst.org.uk to arrange a time to speak with our Partnerships Director, Charlie Ledley.