



# **Alumni Programme Manager (North and Midlands)**

***Candidate information pack***

Dear applicant,

Thank you for your interest in working for Future First. We are working to create a world where a young person's start in life does not determine their future.

This is a really exciting time to join us. Future First is a great small charity that punches above its weight. We have some strong partnerships, around 400 school and college members and over 266,000 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 today's pupils connections to past students, their alumni, 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. We show young people a world of opportunities - work, training, further or higher education, or volunteering, and we give them the tools, knowledge and information they need to make good choices and find their pathway.

We have recently embarked on a new three-year strategy which reflects our ambition to reach even more state schools and young people, particularly those who are disadvantaged. 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. We are therefore 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

# About Future First

Founded in 2010, Future First is a small education charity with an impressive reach. Since our inception, we have supported over 1200 state schools to connect with their former students and harness the support of the alumni network to raise the confidence, motivation and life chances of current students. We are the only organization in the UK working in this area, and have built a network of nearly 270,000 UK state school alumni.

We work intensively with school staff, offering both practical support and advice and guidance as they build, engage and activate the network of former students. We will support schools to shape alumni engagement strategies and plan activity that reaches students most in need of relatable role models. We also deliver student workshops with alumni, and these are where the power of alumni can really be seen.

We want to expand the opportunities available to young people in state schools, including work experience. One way we do this is through our valued employer partners. These partners, from a range of sectors, work with us to create and deliver bespoke experiences for current students to give students an insight into the company and the beginnings of a professional network.

We also design and deliver longer term interventions, using alumni to address current issues and priorities in schools. In the past, former students have supported current students at risk of not being in education, employment or training when they leave school, showing them a future that can be theirs. During lockdown, we ran an eight-week online mentoring programme for students struggling without the support that school staff usually provide, providing them with former student mentors to maintain their motivation and help them explore post-school pathways.

We have just embarked on an ambitious three-year strategy to help us reach even more young people who would most benefit from access to relatable role models. No two days are ever the same at Future First, and if you are successfully appointed you can be guaranteed a fulfilling, exciting role working alongside a friendly and supportive team.

## Alumni Programme Manager

### About the role

Alumni Programme Managers are the front line of our programme delivery in schools, the conduit for local feedback and intelligence, and form our sales force on the ground.

As an Alumni Programme Manager for the North and Midlands, you will build strong relationships with your portfolio of schools in the region, enabling them to set up thriving and engaged alumni networks. As well as working closely with school staff, you will deliver workshops with alumni for young people to help improve confidence, motivation and life chances of the student participants.

You will use social media, local press and case studies to showcase the work of your schools and encourage more former students to join each network and support students in their old school. You will work with schools to maximize the potential of the volunteers in each network, giving us greater impact.

You will get to know your schools and region well, and will feed this back into the organisation to drive sales and improve the programme. You will be expected to deliver sales, as without these we cannot extend our reach and impact. You will also offer exemplary customer service, listening

hard to young people and to staff in schools and acting on what you hear, to ensure not only high quality programmes but also levels of renewals, recommendations and customer satisfaction.

You will contribute to internal and external communications to ensure colleagues and stakeholders are made aware of the important work you are leading on the ground and the impact on schools and young people.

As you grow in the role, there will be opportunity to take on more responsibility, such as working with our employer partners, supporting complex schools and networks, or contributing to project work. We are a small charity, so there are plenty of opportunities for growth and development.

## Duties and responsibilities

### Programme delivery in schools

- Build strong working relationships with participating schools, 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 Senior Leadership Teams of schools on the benefits alumni can bring to their school
- Encourage schools 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
- Deliver sales and renewals targets

### Communications

- Ensure excellent communications, both with alumni and schools and using internal communication channels

- Develop high quality resources and encounters to support alumni and schools
- Deliver social media content for your schools and stakeholders, which helps to deliver our communication goals
- 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

### **Other duties**

- Support new interventions, including testing innovative ideas on the ground, as requested; bring forward ideas about issues in schools and what might be done to help
- Support the growth of a national alumni movement
- 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**

- Knowledge of UK schools and experience of working with teachers and/or young people
- Persuasive – wins support for plans and ideas
- An engaging facilitation style suitable for delivering impactful workshops (virtually and in person); experienced presenter
- Experience of building strong, positive relationships with a variety of stakeholders
- Can budget and cost plans
- 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

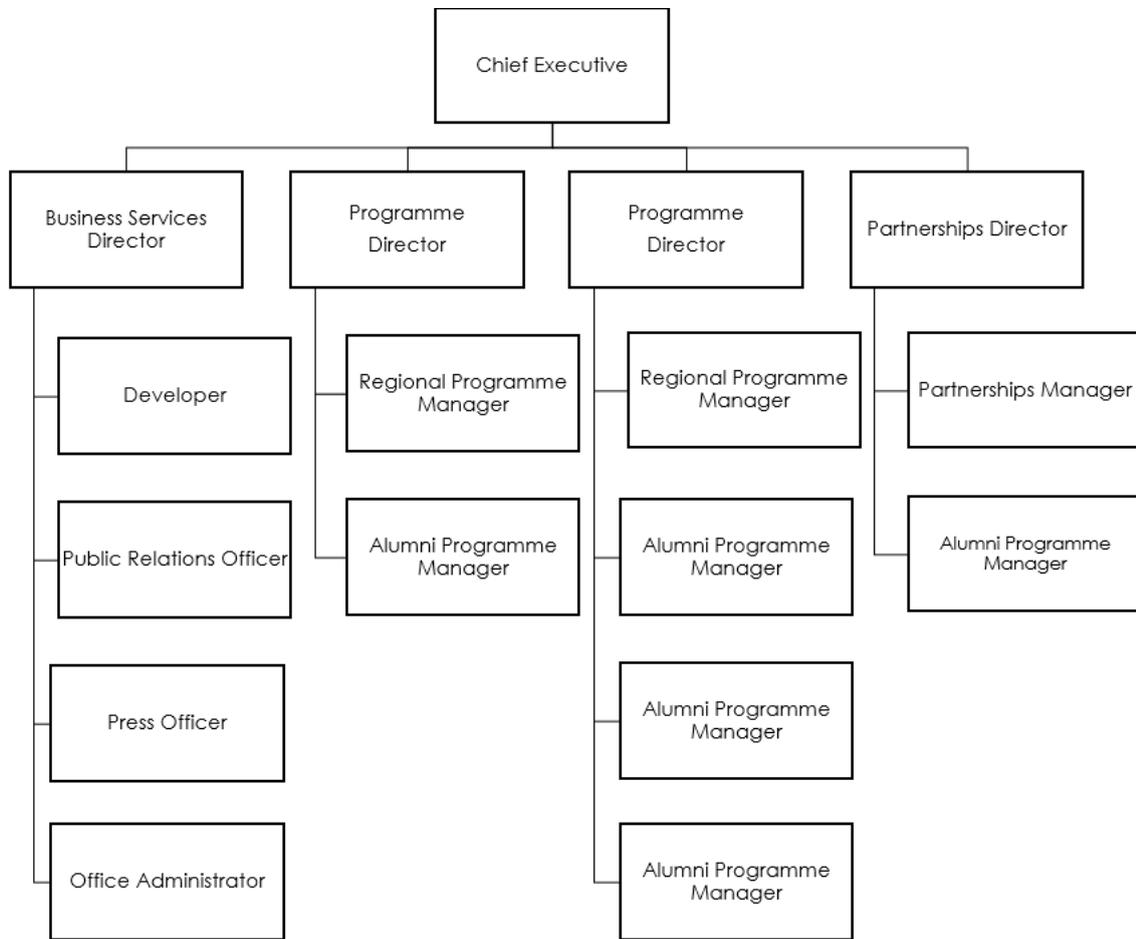
### **Desirable criteria**

- 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.*

Where applicable, 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

<b>Job title</b>	Alumni Programme Manager
<b>Reports to</b>	Programme Director
<b>Salary</b>	Starting salary circa £23,350 with opportunity to progress to £26,533 with experience
<b>Annual leave</b>	28 days per year, increasing by one day for each year of service up to a maximum of 33 days
<b>Benefits</b>	Employee pension scheme, comprehensive learning and development plan, cycle to work scheme, travel card loan, flexible working, volunteer days
<b>Contract type</b>	Full-time / permanent
<b>Location</b>	We are looking for someone based in the North or Midlands.  The role is home based for the immediate future (all staff are home working until at least March 2021). Once restrictions ease, the post holder will need to spend some time in our Manchester office each week, and regular travel to schools and partners across the country will be necessary.

## 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 18 January 2021

*Applications submitted after this time may not be considered.*

### Interviews

Week commencing 25 January 2021

*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 [laura.grigg@futurefirst.org.uk](mailto:laura.grigg@futurefirst.org.uk) to arrange a time to speak with our Programme Director, Joy Upchurch.