



Alumni Programme Manager

Candidate information pack

Dear applicant,

Thank you for your interest in working for Future First.

You could not have chosen a more interesting, or challenging time to join us. The pandemic has deepened inequalities that we were already striving to address. Our work has never been more necessary yet, at the same time, it has never been more difficult to compete for funds or win support from hard-pressed businesses.

Nevertheless, Future First is in a good position, with a decade of experience, solid finances and strong partnerships. Our work builds confidence, motivation to study and resilience, and strengthens the communities around schools by harnessing past pupils as an under-developed resource. We took our refreshed programme into a record number of schools in 2020-21, and we won't stop there. We have ambitions to be working with every UK state school and college, providing young people across the four nations with relatable role models to boost confidence, raise motivation and, ultimately, improve their life chances.

We have around 400 school and college members and 266,000 alumni volunteers, who supported over 70,000 young people in state schools across the UK last year. 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 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, please read on. I look forward to hearing from you.

With all good wishes,

Lorraine Langham, CEO

About Future First

Future First is a small education charity with a vision for a world where a young person's start in life does not limit their future.

Past pupils, known as alumni, are powerful, relatable role models. They show students that 'people like me' can succeed. Future First is passionate about connecting every state school pupil with their alumni to inspire them and give them the information, tools and connections they need to see and build a future beyond their current horizons. We know that putting alumni networks around state schools gives pupils access to a strong community of connections, with pathways to jobs and careers, internships and apprenticeships, support in making choices at transition, help with choosing courses and universities, and much more. Hearing from relatable role models can be transformative, building students' confidence, resilience and motivation to study. If you believe a child's start in life should not determine their future, this role can make a difference.

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 South, 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

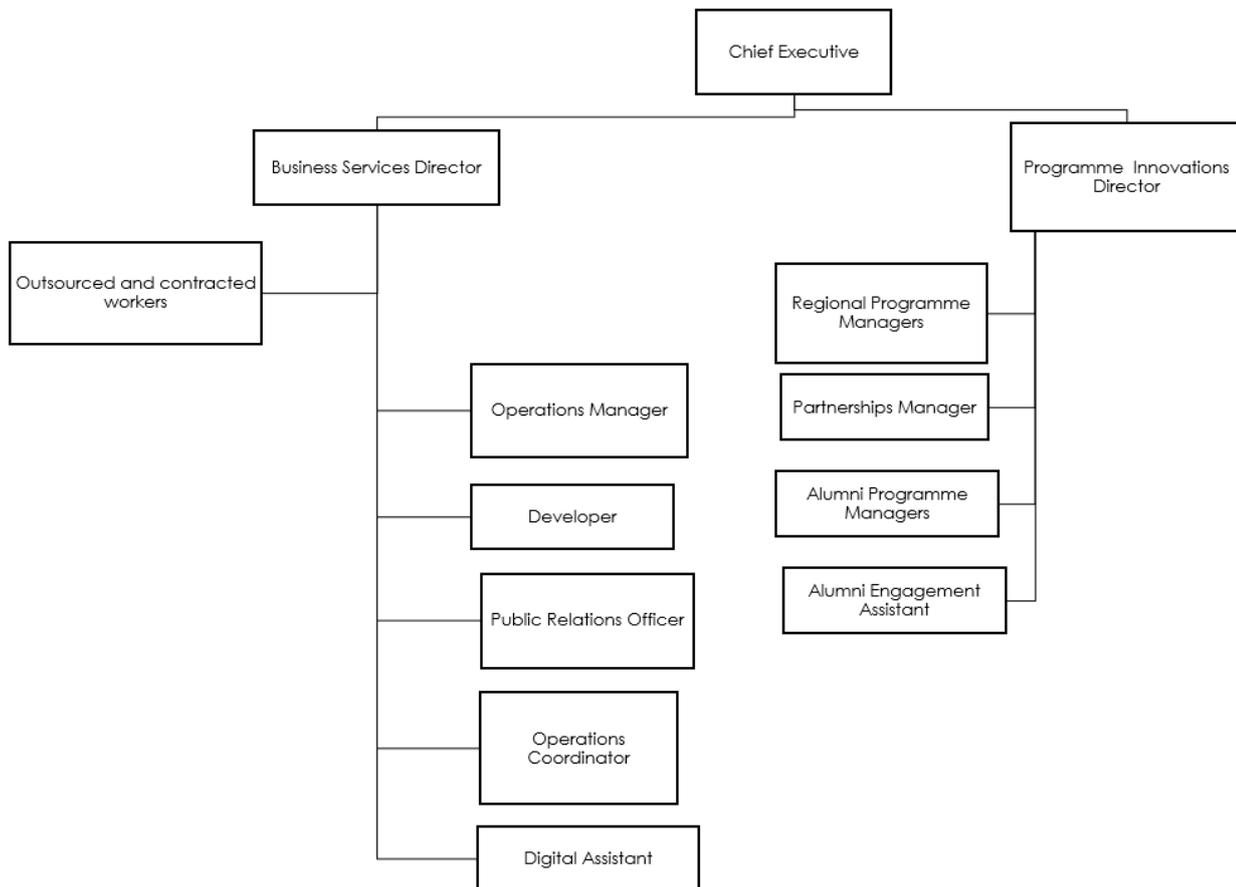
- Knowledge of UK schools and experience of working with teachers and/or young people
- Persuasive – wins support for plans and ideas
- An engaging facilitation style suitable for delivering impactful workshops (virtually and in person); experienced presenter
- Experience of building strong, positive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

We live by our values, and are keen to recruit colleagues who share these 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	Programme Innovation Director
Salary	£23,817 - £29,228 dependent on 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	London or South East, though staff are currently home working until restrictions ease.

Future First is committed to safeguarding. A satisfactory enhanced Disclosure & Barring Service (DBS) check will be required for the successful candidate.

How to Apply

To apply, please [click here](#) to upload an up to date CV and cover letter that demonstrates how you meet the person specification for the role. Incomplete applications will not be considered.

Application deadline

9.00am, Monday 2 August 2021

Applications submitted after this time may not be considered.

Interviews

11, 12 or 18 August

Interviews will be conducted via video call.

Any questions?

Please email laura.grigg@futurefirst.org.uk if you have any questions about the role.