



Programme Support Officer Job Pack

Dear Applicant

Thank you for your consideration in applying for the position of Programmes Support Officer.

At UpRising we champion the critical issues surrounding diversity, social mobility and equality through our award-winning leadership and employability programmes. Our programmes support young people aged 18–25 from groups underrepresented in leadership positions – particularly those from Black, Asian, minority ethnic and White marginalised backgrounds. Each year we aim to work with up to 400 young people across England and Wales.

The successful candidate will be joining UpRising at a unique point in our organisational history. Although we have been delivering our programmes for fifteen years, the past five years in particular have been a period of exceptional growth and development as an organisation. We've launched and delivered our flagship Environmental Leadership Programme to over 400 young people, survived a global pandemic and used the lockdown as an opportunity to pivot our face to face programmes to digitally delivered experiences in order to be able to reach more young people across the UK and invested time in learning how to best serve and measure the learning journey that a young person goes on when they take part in an UpRising programme and the impact that the experience has on their lives.

We are now in the fortunate position of being funded to run an impact project to hear about the experiences of the young people that have taken part in our programmes over the past fifteen years and understand the impact that UpRising has had on them as individuals and their wider communities. We are so excited to embark on a piece of outreach work where we hear directly from our alumni and we are keen to make the most of this opportunity! We are looking for someone who shares our passion and interest in helping us tell the stories of the UpRisers who have been part of our journey and to help us get the voices of young people who are traditionally unheard, out there and to a wider audience.



Our Programmes team is at the heart of this work, and as a Programmes Support Officer you'll be the initial point of contact for many of our stakeholders including participants, speakers and alumni. Our programmes exist to foster leadership, initiative, empathy, problem-solving and a can-do attitude in our participants and UpRising will look to you to also model those behaviours. On a day-to-day basis you might be interviewing past participants about the impact of the programme on their lives, planning out how to adapt and develop our curriculum sessions in the light of new trends, supporting the analysis of data collected on the programmes or facilitating an online session with participants with clear outcomes and objectives. We'll provide support and training to help you develop your digital facilitation skills and project management skills but are looking to receive applications from those with, ideally, two years facilitation experience and experience in programme reporting.

UpRising champions diversity, social mobility and equality in all we do. The majority of our alumni come from a Black, Asian, minority ethnic or White marginalised background and over half our programme participants are the first in their family to get into university; others join us with trade apprenticeships, HNDs, or NVQ Level 5 qualifications. We are therefore keen to understand the context in which your previous achievements have been gained, as well as your aptitude and your attitude. Please let us know if there are steps we can take to ensure that UpRisings application and interview process enables you to present yourself in a way that allows you to shine, and puts you at ease.

As Head of Programmes, I'm looking for an enthusiastic, driven individual who takes the initiative to drive change forward - if you're the person who follows up "why do we do this?" with "what about trying it this way..." then I really want to hear from you!

I look forward to welcoming and working with our successful candidate very soon!

Yours faithfully,

Rukaiya Jeraj, Head of Programmes



About UpRising

UpRising exists because our decision-makers don't reflect the society they serve. For more than a decade now, this has meant delivering programmes to support young people aged 18 – 25 from ethnically and culturally diverse backgrounds to take on leadership roles in their communities and to stand out on their employment journey. We recruit young people who have talent and passion and who wish to make a difference, supporting them to develop the networks, skills and confidence they need to fulfil their potential. In doing so, we open up their pathways to positions of influence in their career and their community.

Each year, over 400 young people in London, Manchester, Cardiff, Bedfordshire and Birmingham complete our programmes and over the past decade we've supported nearly 4,000 young people in total, 65% of whom come from a Black, Asian or minority ethnic background, 55% of whom are the first in their family to university and 59% of whom are women.

Over the past six years (2016-22):

- UpRising participants have created 149 social action campaigns in and around their communities
- 519 young people have completed our Fastlaners employability programme (within 6 months, 64% of whom secured employment and 77% progressed on to volunteering and further training). (250)
- Our Environmental Leadership Programme (launched in 2016) has created a platform for future green leaders, with 452 young people graduating. Our 2020 survey (181 respondents) showed that 34% had found employment in the environmental sector, 61% had gained volunteering experiences and 5% had gained apprenticeships or paid training.

Our Programmes

We achieve all of this through our three core programmes for 18-25-year-olds – Stand Out (our 12-month long employability and mentoring programme), our Leadership Programme, and Environmental Leadership Programme (6 – 9 months long). All of these are currently delivered online with a focus on experiential learning. In addition to this portfolio of programmes, we are responsive to work in partnership with other organisations to design customised programmes that deliver both our mission and their organisational priorities e.g. the Future Generations Leadership Academy (Wales).

Diversity and Inclusion

Equality, diversity and inclusion is at the heart of everything we do. We know that people from working class backgrounds earn on average 24% less per year than those from professional backgrounds. Even when those from working class backgrounds are successful in entering professional occupations, they earn on average 17% less than their more privileged colleagues

Young adults from ethnic minority backgrounds are 47% more likely to be on a zero hours contract than white young adults. UpRising programmes aim to go some way to leveling the playing field. We do this by ensuring that our recruitment reaches the communities that we want to work with, and bringing in diverse speakers and volunteers.

The young people (18-25) we work with

The young people UpRising works with come from ethnically diverse and working-class backgrounds. They are motivated to create change for themselves and their communities but often lack the social, cultural and economic capital and networks to navigate competitive employment and leadership environments. They may also face discrimination because of their ethnic or class background. Our work seeks to redress the unequal access to meaningful employment and positions of leadership in society.

Of the young people we serve:

- 65% are ethnically and culturally diverse
- 58% identify as women
- 57% were the first in their family to attend university
- 20% received free school meals
- 8% have disclosed a disability



Our Mission and Vision

Our Mission is to

open up the pathways to leadership for talented young adults from diverse and underrepresented backgrounds and to equip them with the knowledge, networks, skills and confidence to fulfil their leadership potential, find new opportunities and transform the world around them through social action.

Our Vision is for

public leaders to better reflect and represent the communities they serve; with the motivation and character to bring about a substantial shift in power, enabling more people to take charge of their future and positively change their communities.



Our Values

1. Diversity

- Cross-party: Our mission is best served with support from each of the main political parties, who share our passion for representative leadership.
- Cross-sector: We support young people to make change happen, which involves the contribution of politics, private, public, and not for profit sectors.
- Representative power: We believe that society will benefit from more diverse and representative leadership.

2. Collaborative networks

- Pathways to power: We help young people learn from those in positions of power and encourage the generous sharing of networks and knowledge.
- Networks: Our mission is often best delivered in partnership with other organisations. We will work hard to develop and nurture productive networks.

3. High performing

- Initiative: We are entrepreneurial in responding to opportunities. We encourage young people to take action to improve the world around them.
- Performance: We keep our promises and deliver on our obligations. We track and prove our impact.



UpRising Staff

Employees who enjoy working for UpRising are committed to our vision of 'changing the face of power', they believe that young people from ethnic minority and working class backgrounds are able to affect change both for themselves and their communities to help overcome systematic injustice.

They are:

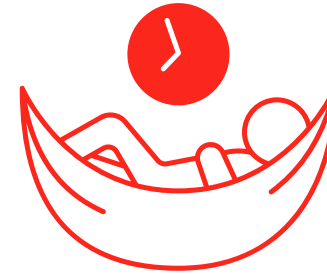
- Professional in their approach
- Knowledgeable, passionate about, and committed to, equality, diversity and inclusion
- Skilled in and have expertise working with and supporting young people (18-25) and are interested in what young people have to say
- Flexible and adaptable, able to work across multiple, complex projects, programmes, and ideas
- Collaborative: happy to work with others and on their own. They are willing to try new things and take the lead without being asked
- Proactive: able to take charge of their own personal and professional development, seeking new opportunities for themselves, the young people UpRising serves and the organisation

Staff Benefits



Community

- Employee Networks
- Organisational Away Days
- Informal meeting space such as coffee breaks and bookclub



Holidays

- 25 days annual leave plus bank holidays and 3 days office closure from 25 December to 1 January



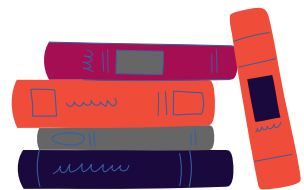
Flexible working

- Working from home
- Flexibility around core hours
- AGILE project management approach



Health and wellbeing

- Employee support service - 24/7 confidential advice line and counseling
- Employee led wellbeing group
- Mental Health Awareness training



Learning and Development

- Training during induction on key topics such as LGBTQ+ language and unconscious bias
- Regular all team staff training
- Six months of coaching with an accredited coach

The Role

Reports to:

Senior Programmes Development Officer

Hours:

Full time, 37.5 hours per week (will consider 2 x part time)

Salary:

£25,000

Contract:

Six month contract (confirmed till March 2023 and then dependent on funding)

Working pattern:

Full time, remote and flexible working available

Place of Work:

Remote working with some travel required for in person meetings

Job requirements:

An enhanced DBS check, obtained through UpRising

Closing Date:

8th August

In the summer of 2022, UpRising will be coming to the end of its current delivery cycle. The Programmes Support Officer will straddle the period of active delivery and programme reporting followed by a period of consolidating our digital delivery experience, gathering data that supports UpRising's impact narrative and preparing for the launch of our 2023 programmes.

The role of the Programmes Support Officer is to work closely with the rest of our programmes team across the different stages of programme design and implementation to ensure UpRisers have an excellent experience with us.

Your responsibilities will include – but not be limited to:

- Supporting the participants and managing their experience before, during and after programmes. This will include working with the programmes team to ensure we have collected all of the participant information we need to be able to assess the success and impact of our programmes, and will include communicating with participants and keeping track of correspondence.
- Carrying out monitoring and evaluation activities and analysis of data that will help us measure and communicate our programme impact, including data collection (qualitative and quantitative) and drafting reports.
- Supporting the collation and design of programme impact stories from alumni, spanning the lifetime of the organisation.
- In Salesforce - undertaking data entry and administration including the production of basic reports and the ongoing development of simple automations that help us streamline processes across UpRising.
- Supporting the ongoing design and development of programme content, that aligns with the organisation's delivery commitments and strategic goals over the coming months.

About the Programmes Team

UpRising's tried-and-tested core programmes are built on more than twelve years of experience of face-to-face work with young people in social action, leadership development and employability. Over Summer 2020, in response to the Covid-19 emergency, we began to take these programmes online - to enable us to deliver wherever a young person has access to a smartphone, tablet or computer - to reach more participants, and to do so in a way that reduces barriers to access and learning.

The Programmes Team – currently composed of 1x Head of Programmes and 2x Senior Programmes Development Officers – is at the heart of ensuring our programmes are designed and delivered to the approved quality standards across all areas of programme delivery and development. We are recruiting for 1 x FT or 2 x PT Programme Support Officer(s) to support the delivery and impact measurement of our current online programmes (finishing in September 2022) and then the design, development and implementation of platforms, processes and content in order to ensure that we are well prepared for the start of our upcoming 2023 programmes (TBC start date March 2023).

The Programmes Team works collaboratively within the wider organisation, with the opportunity for team members to take the lead on different projects outside of their specific role if they have a passion in that area or desire to develop alternative skills and experience. These additional projects will be agreed in conversation with your line manager and in accordance with identified Programmes Team priorities at that time.

The Programmes Team uses an Agile project management methodology to plan and deliver its work. This means that every 2 weeks we come together as a team to set and prioritise our fortnightly tasks, understand and assess the team's capacity during this time period and allocate identified tasks according to role, experience level and also area of interest where appropriate. A full induction into the way UpRising has adopted 'Agile' into the organisation will be provided to the successful candidate. All we ask is that you are open and flexible to new ways of working and are able to communicate when you may need extra support.

Key functions and responsibilities of the role

Ongoing and Post-Programme support

- Contribute to the completion of all programme delivery and administration both on and offline, including the collection, recording of and reporting on agreed programme outcomes via end of programme reports, processing collected data through Salesforce and supporting with end of programme processes as outlined in UpRisings programme management processes.
- Collect, record and prepare reports on agreed relevant participant information throughout and at the end of programmes, through Salesforce and in line with the programme management processes.
- Support the Programmes Team in the collection and collation of the data needed to prepare evaluation reports for funders and internally, including ongoing correspondence with recent participants of UpRising programmes.

Programme Design and Development support

- Support the planning and preparation of UpRising's programmes in 2023 in line with the quality standards agreed by the Programmes Team and Head of Programmes.
- Work with the Programmes Team on a scheme of work that will ensure that our programme content is refreshed and ready to deliver in 2023. This will include the implementation of key consolidated learning from UpRising's previous 2.5 years of digital delivery.
- Contribute to the ongoing development of programme content, identifying and suggesting appropriate topics for inclusion and working closely with the Programmes Team to implement improvements.



Communications support

- Support the creation of content for UpRising's termly Stakeholder and Alumni newsletters.
- Support the team to build our online community and reach new audiences.
- Monitor Social Media engagement and analytics.
- Work with the Programmes Team to collate data and information from UpRising participants and alumni which can be used to create engaging narratives in a variety of formats which demonstrate the scale and impact of UpRising upon both individuals and local communities.
- Support the planning and design of engaging content that showcases the work of UpRising and the impact that our programmes have had on participants over the past fifteen years.
- Help to communicate those messages via a social media campaign that will run for six months (October 2022 - March 2023).
- Support the Programmes Team with the design of collateral and the delivery of our ongoing social media strategy across UpRising's platforms.

Systems, processes and IT

- Work to the required communication protocols efficiently to ensure organisational systems and procedures are implemented.
- Work using the relevant systems and digital tools, including:
 - Agile – project management tool for mapping out work, prioritising tasks and gauging capacity across the Programmes Team.
 - Salesforce – receive training to be a superuser and salesforce admin, and using the platform for contact and programme management
 - Google Drive – saving all work and working from Google Drive within the designated file structure.
 - Zoom / Slack / Notion/ MURAL - for programme delivery and communication

General Responsibilities

- As part of the small team of shared support services work closely with the Senior Programme Development Officers and Head of Programmes, to ensure that the role actively contributes to the smooth delivery of our programmes to the young people that we serve.
- Be proactive in keeping up to date with developments affecting the role and maintain and improve personal competence through continuous professional development.
- From time-to-time, take the lead or deputise on specific projects, as agreed with the wider team and Head of Programmes.
- Abide by all organisational policies, codes of conduct and practice.
- Support diversity and equality of opportunity in the workplace.

Person Specification

We are looking for a fully engaged and raring to go Programmes Support Officer to join our Programmes Team and make their mark! You will have a can-do, positive and proactive attitude that will relish the opportunities that will be provided to you during this role.

- You are process-oriented and like the detail. You love a list, a spreadsheet, a system, and a to-do list – creating new ones and building on existing ones. You love getting through your tasks for the day, working through details at pace and to a high standard.
- You have experience of supporting projects and programmes that engage a range of stakeholders, working to a set of objectives and delivering them on time and within budget with excellence
- You are a strong communicator. You think about how to get your message across when you communicate, and in both written and verbal communications, you are clear and concise. You are comfortable communicating in both one-to-one and group settings, online and face-to-face.
- You are 'tech-savvy.' You are comfortable using technology to support your work and that of others. You have experience with productivity tools such as Zoom, Mural and Trello, learning environments such as Notion, and CRM systems such as Salesforce at a relatively advanced level. You have a track record of becoming highly proficient in new IT tools rapidly, and enjoy the stretch of learning new things.
- You're a team player. You develop good working relationships with young people, programme participants, colleagues, trustees, funders and stakeholders regardless of their background or seniority. You build trust and can stand in the shoes of others.
- You prioritise well and have excellent time management skills. You are well-organised, plan and have good attention to detail. In doing so, you manage your own time well and respect the time of others. You can juggle multiple deadlines and have a track record of balancing multiple tasks and responsibilities.
- You're aligned with our mission. You have lived experience and/or an understanding of the critical issues surrounding equality, inclusion and diversity, including structural issues around race and class. You believe that, with the right support, everyone has the potential to achieve excellence, whatever that means for them.

The UpRising application and interview process

- Our recruitment process aims to see candidates at their best. That's why we set out the process from the beginning. We will ask you to show your skills, not just talk about them, through examples of your work or an exercise. The process is outlined in the following slide.
- We are ideally looking for 1 x FT person to fulfil this role but would be open to hearing from candidates who would prefer a PT role. Salary and working pattern would be adjusted accordingly. Please indicate in your cover letter which hours you would prefer.
- Please note that to keep our recruitment process open and fair, we will not negotiate salaries outside the advertised range. Position remains open until filled.
- We aim to represent the diverse communities we are part of and welcome applicants from across all sectors of the community. We strongly believe that a diverse workforce brings with it a diversity of ideas, thinking and ways of working which enhances what we do.
- There is an opportunity to have an informal conversation with Rukaiya Jeraj (Head of Programmes) before applying for the role. Please contact rukaiya.jeraj@uprising.org.uk if you would like to gain a better understanding of the organisation and role.
- **Please submit your CV and cover letter using our online application form [here](#).**



The UpRising application and interview process

Stage one - the application

We will ask you to provide us with two documents: your CV (2 pages max); and a cover letter (of no more than 2 pages) which sets out clearly how your skills and experience match the items listed in the person specification for the role.

Our deadline for receiving these two documents is 8am on Monday 8th August. We will score candidates on the basis of how they have shown us their experience and skills match the person specification we have set out and on that basis invite candidates for an interview.

If you are successful you will be invited to attend an interview taking place via Zoom the week commencing Monday 15th August

Stage two - the task

We will ask you to complete one task in advance of the interview. Full guidance will be provided if you successfully progress to the interview stage.

Stage three - the interview

On the interview day you will:

- Have 10 minutes to present your pre-prepared task activity
- Followed by a 40-minute interview with the Head of Programmes and a Senior Development Officer

We expect to make our decision on the successful candidate shortly afterwards and we will let both successful and unsuccessful interviewees know at the beginning of the following week at the latest.



Thank you for your interest in UpRising



UpRising

Find out more about UpRising here:

www.uprising.org.uk