



**Participant Support and Delivery Officer  
Job Pack**

Hello!

UpRising is looking for a Participant Support and Delivery Officer to join our team at a unique moment in our organisation's history. Over the past five years, we have experienced exceptional growth and development as an organisation, launching and delivering our flagship Environmental Leadership Programme, surviving the global pandemic, and pivoting our face-to-face programs to be digitally delivered. This has allowed us to reach more young people than ever before and learn a lot about the impact our programs have on their lives.

Following on from the successful delivery of our Environmental Leadership Programme, which reached over 400 young people between 2016-2022, we are currently delivering Year 1 of an innovative new Environmental Leadership Programme with our partners - The Shropshire Wildlife Trust. This programme is being delivered in a hybrid model (face to face and online sessions) and combines content that develops participants' knowledge and skills within the environmental space together with an opportunity to deliver a campaign that influences nature connection within participants local communities with the objective of increasing pro environmental behaviour change.

Our Programmes Team is at the heart of the design and delivery of this exciting area of work, and as a Participant Support and Delivery Officer your role will be integral in the recruitment and support of an engaged cohort of participants throughout the lifecycle of the programme. You will be front and centre in representing the organisation externally towards participants from the initial point of contact all the way through till their graduation from the programme.



We will provide support and training to help you develop your digital and face to face facilitation and project management skills, but we are looking for applicants with experience in programme delivery and successfully supporting and engaging participants to achieve their programme aspirations.

UpRising champions diversity, social mobility, and equality in all that we do. The majority of our alumni come from Black, Asian, minority ethnic, or White marginalised backgrounds, and over half of our program participants are the first in their family to go to university. We are therefore interested in understanding the context in which your previous achievements have been gained, as well as your aptitude and attitude. 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 then please do let us know.

As Head of Programmes, I'm looking for an enthusiastic, driven individual who takes the initiative to drive change forward, both individually and as part of the front facing programme delivery team - if you're the kind of person who follows up "I'm having a problem with XYZ" with "These are some solutions that I have come up with - what do you think?" then I really want to hear from you!

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

Yours faithfully,

*R. Jeraj*

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 journeys. 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.

Over the past decade we've supported nearly 5,000 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 go to university and 59% of whom identify as 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 experience and 5% had gained apprenticeships or paid training.

## Our Programmes

We achieve all of this through our 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). This year we are also delivering a 6 week, London based programme, called Making Change Happen. Programmes are currently being delivered in either a hybrid or in person delivery format. 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 toward leveling the playing field. We do this by ensuring that our recruitment reaches the communities that we want to work with, and by 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 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 political, 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:

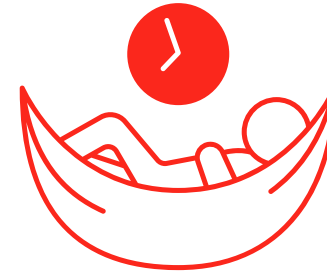
- Professional in their approach;
- Knowledgeable, passionate about, and committed to equality, diversity and inclusion;
- Skilled in and have expertise working with and supporting young people (18-25) and are interested in what young people have to say;
- Flexible and adaptable, able to work across 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 pro rata plus bank holidays and 3 days office closure from 25 December to 1 January



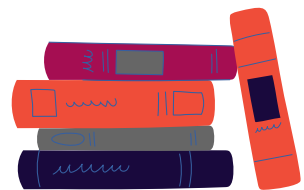
## Flexible working

- 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:**

Head of Programmes

**Hours:**

Part time (0.6FTE), 22.5 hours per week

**Salary:**

£25,000 (pro rata)

**Contract:**

Permanent

**Working pattern:**

Part time, remote and flexible working available

**Place of Work:**

Based in Birmingham

Currently the team work remotely, but we have an office space at HQ in London and are exploring a Birmingham co-working space.

Physical attendance is required for in person programme sessions, meetings in the region and occasionally at our HQ in London

**Job requirements:**

An enhanced DBS check, obtained through UpRising

In October 2023, UpRising began delivery of Year 1 of their West Midlands based Environmental Leadership Programme in partnership with the Shropshire Wildlife Trust. The role of the Participant Support and Delivery Officer is to work closely with the rest of our programmes team across the different stages of programme recruitment, delivery and implementation to ensure participants have an excellent experience with us.

Your responsibilities will include – but not be limited to:

- Supporting the recruitment and onboarding of Year 2 participants in the run up to the programme starting in October 2024 and provide a friendly point of introduction for participants onto the programme
- 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 and keeping track of correspondence with participants
- 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) that can be used to create a programme narrative
- 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 the programme and partnership

# About the Programmes Team

UpRising's tried-and-tested core programmes are built on more than fifteen 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.

In 2024 we are committed to trialling a hybrid style of programme delivery that harnesses the flexibility of online delivery with the sense of cohort cohesion that comes from in person sessions.

The Programmes Team is at the heart of ensuring our programmes are designed and delivered to the approved quality standards expected by the organisation. We are recruiting for 1 x FT Participant Support and Delivery Officer to support the recruitment and onboarding of circa 115 participants/ year, the delivery of a number of online and in person sessions throughout the programme and the ongoing pastoral support of participants to encourage meaningful engagement throughout the programme.

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

## Programme planning and set up

- Work with the Programmes Team to implement a successful recruitment strategy, ensuring the recruitment of sufficient numbers, and a diverse and high calibre participant group in line with our mission and funder/programme requirements.
- Supporting the participant recruitment and onboarding processes before the programme starts. This will include working to ensure we have collected all of the participant information we need to make programmes run smoothly and safely, and will include being the main point of contact for participant enquiries.
- Support team members to complete and monitor programme risk assessments, including; safeguarding, health & safety and data protection.

## Pre, Ongoing and Post-Programme Participant support

- Collect, record and prepare reports on agreed relevant participant information throughout and at the end of programmes, in line with the Programme Specification.
- Use the collected information to provide timely and tailored support throughout the programme that allows participants to achieve their programme aspirations.
- Support participants along a 'programme participant journey' that allows them to leave the programme with; an understanding of the skills they have developed throughout the programme and how to apply their experience in the next steps in their own leadership journeys.
- Contribute to the completion of programme 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 the Programme Specification.



# Key functions and responsibilities of the role

## Programme Design and Delivery support

- Contribute to the ongoing development of curriculum/ session content, identifying and suggesting appropriate topics for inclusion and working closely with the Programmes Team to implement improvements.
- As a member of the Programmes Delivery team:
  - Contribute to the planning, development, facilitation and delivery of individual programme sessions online and in person, using a range of tools and environments e.g. Slack, Menti, Padlet, Zoom etc.
  - Support the creation of session and programme content for Mighty Networks (platform that we use to share information with participants).
  - Support internal and external speakers and contributors to deliver high quality, relevant online/offline content.
  - Support programme participants – in 1:1 meetings, in small group sessions, and in our online communities.
  - Ensure our programmes are delivered in line with agreed curriculum and quality standards and provide an excellent experience to each programme participant.



## Communications Support

- Support the team to build our online community and reach new audiences, especially during the recruitment phase of the programme.
- Support the team with the design of marketing and recruitment collateral to be used for online and face to face recruitment activity.
- Support the content population and maintenance of a programme specific website.
- Support the creation of content for participants during the programme, to be shared via Slack.
- Support the creation of content to share across the programmes social media channels throughout the lifetime of the programme.

## 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 within Google Drive using the designated file structure.
  - Zoom / Slack / Notion/ MURAL - for programme delivery and communications.

## General Responsibilities

- As part of the small team, 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 practices.
- Support diversity and equality of opportunity in the workplace.

# Person Specification

***We are looking for a fully engaged and raring-to-go Participant Support and Delivery Officer to join our 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 in this role.***

- You have experience of delivering timely, tailored and appropriate wrap around support for participants during the programme to ensure that they complete the programme having achieved both personal and campaign aspirations.
- 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 are process-oriented and like the detail. You love a brief, 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 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 experience of balancing multiple tasks and responsibilities.
- 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 ideally have experience with tools such as Zoom, Mural and Trello and learning environments such as Notion/ Mighty Networks, or are willing to learn how to use them with support from the team. We also use a system called Salesforce, but we'll give you the training you need to be able to use this.
- 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 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.
- Please note that to keep our recruitment process open and fair, we will not negotiate salaries outside the advertised range. The position will remain open until filled.
- We understand interviews can be intimidating and so, as we are much more interested in your skills, strengths and values than your ability to recall information during an interview, applicants invited to interviews will be sent the interview questions in advance.
- 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.

**To apply, please submit your CV and a supporting statement (no more than 2 pages) demonstrating clearly how your skills and experience match our person specification. Please apply using our online form (<https://www.tfaforms.com/5057033>) by 9 am on Monday 13th May. Interviews will be held via Zoom or in person week beginning Monday 20th May. To arrange an informal conversation about the role or if you need a copy of the application form in a different format, please contact [rukaiya.jeraj@uprising.org.uk](mailto:rukaiya.jeraj@uprising.org.uk)**



# 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 set 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 **gam on Monday 13th May.** 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 20th May**

## 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.
- This will be followed by a 40-minute interview with 2 members of the team.
- Be able to ask us any questions you might have.

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](http://www.uprising.org.uk)

UpRising is a charity registered in England & Wales Charity No. 1149905 | Co No. 8252639.  
Registered office address is 2nd Floor Central, 2.C.05, 35-47, Bethnal Green Road, London, E1 6LA