

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 exciting or challenging time to join us. The pandemic has deepened inequalities that we are striving to address, working with schools to provide young people with access to past pupils, as role models, mentors and connections who can help them.

Future First is in a good position, with a decade of experience, solid finances and growing 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.

Last year we supported around 400 school and college members, with 266,000 alumni volunteers signed up, working with over 70,000 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 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. At this time, we would particularly welcome applications from Black, Black British, Caribbean and African candidates, as they are under-represented in our organisation. We are always keen to hear from individuals 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 big 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 connected community, 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 advocates for our work on the ground, showing schools the power of our work.

As an Alumni Programme Manager, you will build strong relationships with your portfolio of schools, stakeholders and volunteers in the region, enabling schools to set up thriving and engaged alumni networks - all powered by our new technology, the Future First Hub. As well as working closely with school staff, volunteers and employer partners, you will deliver workshops using volunteers to help improve the 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. Contributing virtual resources for our fully safeguarded, social media style Future First hub forms an important part of the role. You will work with schools to maximise the potential of the volunteers in each network, giving us greater impact. And you will gather testimonials, evidence and quotes to help us promote the power of our work to others.

You will get to know your schools, stakeholders 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, by following up enquiries and presenting our work to senior leaders. 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 opportunities to take on more responsibility, supporting complex schools and networks, or contributing to project work. This role has wide appeal and has been fulfilled by qualified teachers (both primary and secondary) and also non-teachers but with an unwavering commitment to and experience of working with young people. 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
- 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
- Equip schools with the knowledge and skills to run future events themselves
- Recruit alumni through social media and local community outreach, or support the school to do it
- Engage alumni through the Future First Hub developing content and ensuring the platform is resource rich and interesting for volunteers and young people
- Find innovative ways to help schools actively involve their alumni in school life, sharing learning and ideas with the APM team nationally
- Effectively manage the volunteer experience by engaging by phone, email and social media
- Keep accurate records of programme outputs, activities and impact

Programme design and improvement

- Seek feedback on customer satisfaction, impact and service improvement
- Feed your ideas into programme delivery and the annual programme development cycle

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 communications team 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

- Deep commitment to our work and our values
- Experience of working in the UK schools and college sector
- Able to present and facilitate to wide range of stakeholders from teenagers to Headteachers
- Ability to build relationships, connect the dots between relationships and use these to drive growth
- Ability to work within boundaries that allow you to be reactive and innovative with your customers (i.e. portfolio of schools)
- Able to prioritise tasks and ensure equitable management of your portfolio of customers
- Ability and comfort of working on a portfolio of projects on top of your core work
- Comfortable with selling our programme to schools (training will be provided!)
- Embed equalities in your work
- Aware of your knowledge and skills gaps and willing to champion your own CPD with your Manager
- Likes working on own initiative, takes responsibility; enjoys a varied and demanding role

Desirable criteria

- Experience of managing activities involving young people
- Experience of working in or with primary schools and primary pupils
- Experience of working with volunteers
- Experience of project management
- Experience and/or understanding of special educational needs and disability (SEND)

We are holding an information webinar about this role on 29 July 2022 , 17:15 to 17:45. [You can join the webinar, here.](#)

At this time, we would particularly welcome applications from Black, Black British, Caribbean or African candidates, as they are under-represented in our organisation. We are always keen to hear from individuals who attended state school and were in receipt of free school meals and/or were the first in their family to go to university.

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.

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 Innovations Director
Salary	£23,817 - £35,000 dependent on experience
Benefits	Generous annual leave allowance of 28 days plus bank holidays, increasing by one day for each year of service up to 33 days. Comprehensive learning and development plan including regular lunch and learns with external speakers. Flexible working. Three volunteer days a year.
Contract type	Full time, permanent
Location	The candidate will need to be located within reach of London

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.

In your cover letter, please tell us when you would be able to start the role if offered it. Incomplete applications will not be considered.

Application

[Join our information webinar](#) to find out more about the role and to ask any questions you may have (this is optional not compulsory) on 29 July 2022 at 17:15.

The closing date will be Monday 8th August at 9am. Applications received after this time may not be accepted.

Interviews will be held on Thursday 11th and Friday 12th August by Zoom call.

Interviews

There will be one interview, conducted via video call, with the Programme Director, Naomi Barker, and the CEO, Lorraine Langham. Interviews will be held on Thursday 11th and Friday 12th August by Zoom call. Please note in your cover letter if you are unavailable for an interview on either or both of these dates.

Any questions?

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



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When I think about my future now it's different, I've got a lot more choice about what I'm going to do when I'm older, much more than I first thought. The alumni showed me that.

-Year 10 student.

Thank you for your interest in Future First.

