**Programme Design and Digital Development Manager (Maternity Cover)**

**Location: London, flexible: role requires travel to all ThinkForward locations**

**Salary: £36,330 - £38,239 (not including London weighting of £3,490 applicable to**

**London based applicants**

**Contract: One-year fixed term to cover maternity leave  
Start date: February 2021**

**Interested applicants are invited to apply via this website or by emailing jobs@thinkforward.org.uk by 11th January with a CV and covering letter that outlines your suitability for the role. We anticipate (online) interviews taking place in the week commencing 18th January.**

**Overview and purpose of the role**

The Programme Design and Digital Development Manager will lead the next stage of programme development for both our programmes, as well as growing the range and quality of our digital interventions.

The MoveForward programme is now in its third year of delivery, following a successful pilot project year. The programme operates in three regions (London, Kent and the West Midlands) and after a few years’ experience under our belts, we’ve recently revisited the programme’s Theory of Change. The programme is attracting significant demand from new partners, and as part of preparation for sustainable growth our focus this year is on codifying our programme and evaluating its impact. The Programme Design and Digital Development Manager will lead on codification and play a key role in the evaluation process.

The ThinkForward programme works with young people in mainstream schools and Pupil Referral Units who face challenges on their path to success to get them ready for the world of work. Coaches help young people develop the skills they need to overcome the challenges that keep them from succeeding through one-to-one and group coaching, as well as through employability activities to introduce them to various career paths.

Your job is to work across the organisation to ensure that both programmes are delivered consistently with the programme design and achieve high impact for programme participants. Key to this will be developing our digital capability – in how we deliver the programme and equip the young people – to prepare them for the workplace.

**ThinkForward Values:**

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| Integrity | I will do what I say |
| Determined | I will believe in people’s potential |
| Innovate | I will search for creative solutions |
| Trusted | I will trust my colleagues |
| Collaboration | I will collaborate with others |

**Key responsibilities**

* **Programme Design: MoveForward programme**
* *Codify the programme:* work with the Head of Programmes and MoveForward team to capture best practice about how the programme operates (includes developing a service blueprint and coaching toolkit, as well as establishing processes and systems for improvement)
* *Accessible resources:* develop resources which are engaging and accessible for those with physical and invisible disabilities and those with neuro diverse needs; as well as a coaching toolkit for delivery staff
* *Data-informed improvement:* collaborate with delivery team and impact team to improve the quality of data capture and use this to drive improvement and understanding about what works. Embed quality assurance processes which link clearly to the Theory of Change and clear milestones for young people
* *Evaluation lead:* oversee the delivery of the range of evaluation activities to assess the programme’s impact, including a range of qualitative and quantitative measures that analyse the effectiveness of the programme as experienced by our young people from all backgrounds, and being a champion for youth voice as part of impact evaluation
* **Programme Design: ThinkForward programme**
* *Work Readiness Scale:* work with the Director of Programmes and Head of Impact to ensure our Work Readiness Scale is a useful tool in equipping all young people for the workplace, and a robust way of capturing the progress
* *Evaluation champion:* manage the range of evaluation activities to assess the programme’s impact and make evidence-based recommendations to Director of Programmes about changes to programme. Host the data champions group in collaboration with the Impact team.
* **Digital Programme Development**
* *Planning:* lead the development of our digital priorities and develop a five-year development plan which links into our ThinkForward operational strategy until 2025.
* *Infrastructure:* facilitating the needs analysis around our digital infrastructure, so staff work more efficiently and grow in confidence with a range of tools
* *Training and development:* co-design the training and development plan, creating opportunities for staff to learn inclusive digital skills and capabilities
* *Upskilling young people:* identify the professional digital skills gap for young people across both programmes (what they have; what they need; social, cultural, economic, physical and emotional barriers), and design interventions to address these needs
* *Digital interventions:* grow the reach of digital interventions to support delivery staff and young people, driving up their range and quality
* *External partners:* partner with external businesses to leverage support and expertise in the development and implementation of digital plan over the next five years

**About you**

You are the sort of person who:

**Cares passionately about helping young people fulfil their potential** and have first-hand experience of working alongside young people

**Communicates effectively with a wide range of people**,you’re equally at home working with senior decision-makers at board level as running a consultation session with young people

**Understands how people work and what drives them** with a strong track record of having won people over to back projects you’ve been working on. Even when you’ve not got direct authority, you’re effective at influencing people and getting them behind the vision

**Has experience supporting young people with Special Educational Needs** to succeed in preparing and transitioning into employment

**Loves getting things done** you are solutions-oriented, can-do and think creatively to overcome challenges. You are curious, hungry to learn and always looking for ways to improve our work to have the greatest impact on young people’s lives

**Gets how people and systems work** – you’re an effective observer and listener, who can link plans and priorities to higher level business objectives and, and put systems in place to help everyone work more effectively

**Naturally thinks ahead** to foresee what’s on the horizon, and what needs to be prioritized. People comment on how organized you are

**Enjoys the opportunities presented by digital platforms** including being adept in a wide range of tools. However, you also know how to enthuse those who might be less confident in doing so

**Is curious about what works** and relentless in the pursuit of maximizing it. You enjoy getting into the numbers, know how to analyse data, and turn this into tangible programme improvements

**Is committed to equality, diversity and inclusion** you believe and act in a way that celebrates and encourages a range of experiences, backgrounds and values

Unfortunately, due to the high volume of applications we receive, we will only be able to contact successful applicants.

ThinkForward is committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults and expects all staff and post holders to share this commitment.

ThinkForward are committed to equality of opportunity for all staff and applications from individuals are encouraged regardless of age, disability, sex, gender identity, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

As a registered Disability Confident employer, ThinkForward has an accessible recruitment process. We offer interviews to all applicants who meet the job requirements and who declare themselves as having a disability. For anyone or any PAs who require adjustments or an accessible version of our application process please do email [jobs@thinkforward.org.uk](mailto:jobs@thinkforward.org.uk) and we will ensure you have what you require to successfully complete this process.