

Job Description: Senior Delivery Manager (Secondary English)

Reports to: Head of School Experience and Senior Delivery Manager

Location: Currently operating hybrid working in our West London Office with school visits across the UK. Additional travel to schools nationwide is part of this role

Contract: Permanent

Pattern: Full Time (standard hours 9am – 5.30pm)

Salary: £50,000 to £60,000 (depending on experience)

About the role:

The Senior Delivery Manager for Secondary English will be the key authority within Ark Curriculum Plus for the implementation of the English Mastery programme. They will bring together what we know about schools' experience of the English Mastery programme to ensure that our training, PD and school development support equips schools to implement successfully and get the full benefit of the programme, and to pass important feedback back to the organisation. This role involves close collaboration with the School Development team to inform and align delivery decisions across the programme, and with the Head of Secondary English to understand the programme's objectives and interpret delivery strategies appropriately for Secondary English. The Senior Delivery Manager will exhibit meticulous attention to detail, ensuring smooth logistical management and timely, high-quality availability of professional development resources.

Key Responsibilities:

Senior management

- As part of the cross-functional team leading the English programme, contribute to the development of a programme strategy that supports excellence in the context of English, and furthers the overall organisational mission, strategy and sustainability
- As part of the senior management of the School Development team, contribute to the shape of delivery and new ways of working across the programmes
- Lead on identified pan-programme delivery projects

Programme delivery

- Be a champion of customer voice, ensuring customer insights from the English programme are heard and inform programme development, and working with available Ark forums to further develop our understanding of programme implementation at a school and classroom level
- Implement pan-programme delivery decisions in the context of the English programme, staying faithful to the programme while maintaining alignment with the school development team as a whole
- Take responsibility for the end-to-end user experience of schools on all packages of the programme, liaising closely with the systems and partnerships team to drive ease of use, and preparing communications that keep customers well briefed in what they need to know to get the most from the programme
- Manage detailed training and CPD logistics, for example setting training dates and approving release of additional dates; attempting to anticipate and pre-empt operational challenges such as capped event numbers and make decisions
- Design training and CPD learning objectives for the programme, in line with pan-programme decisions and methodology agreed and in close collaboration with the Head of Secondary English

- Manage training and CPD resource creation for the programme in line with pan-programme formats agreed and organisational branding, keeping all team members well briefed and ensuring resources are produced on time and to a high quality
- Keep design processes and resources for the programme well documented and stored, to support effective management of our IP and other assets and enable future use
- Set guidelines for school development support for the programme to complement training and CPD, in line with pan-programme approaches agreed
- Create and deliver training for Development Leads to deliver training and CPD and school support to a consistent high standard
- Work with the Head of Secondary English to coordinate logistics of external evaluations with Development Leads, building positive relationships with evaluators and ensuring the organisation is presented in the best possible light, and coordinating work to keep schools engaged with evaluations where needed

School Development Support

- Engage with ongoing CPD and sector thinking, keeping up to date with sector developments, legislative changes and innovative practice in your subject and in curriculum development and CPD delivery, and sharing valuable insights with the broader team
- Maintain a strong understanding of the English programme to offer high quality training, CPD and support in the programme
- Deliver training and CPD where required to an excellent standard in line with internal guidelines
- Provide one-to-one school development support across a portfolio of partner schools, ensuring they are supported to implement our programmes successfully to gain the intended immediate and longer-term impact
- Build and maintain positive relationships with partner schools to drive high levels of school retention, ensuring proactive, effective and timely communication and follow-up
- Share customer feedback (both positive and negative) through formal channels and capture customer insights
- Be proactive in identifying and acting on areas where schools are uncertain and additional guidance or clarification is needed
- Be on the lookout for case studies or other exemplification from our partner schools that can further demonstrate our impact or enhance our training and CPD offer
- Manage your time and the scheduling of school support efficiently in line with the effective management of the charity's financial resources
- Ensure expenditure and expenses are kept within plan and processed in line with policy and procedures
- Keep Salesforce and other records updated as required, tracking agreed measures and coordinating with schools as necessary to support external evaluations or impact studies

Relationship with wider organisation

- Contribute to the development of the overall programme strategy and structure through cross-functional working and collaboration, especially by feeding back relevant insights gathered from schools to the design and partnerships teams
- Make any spare capacity known as far as in advance as possible, offering this to the Head of Secondary English to reduce freelancer design spend where possible/practical
- Keep the partnerships team briefed on delivery for the English programme
- Support partnerships initiatives directly when required to support sales and marketing efforts, including leading webinars and information sessions

- Proactively support broader partnerships team priorities, including identifying up-sell and/or cross-sell opportunities and flagging these to the partnerships team, or identifying potential case studies and endorsements
- Support sales and renewals conversations as requested
- Working proactively with the systems team to help them understand how delivery works and to identify and prioritise process improvements

Person Specification: Senior Delivery Manager (Secondary English)

Qualifications

- Educated to degree level
- Qualified to teach in the UK and qualified to degree level
- Subject specific qualification/further study desirable

Knowledge & Skills

- Understanding of the education landscape and issues affecting education
- At least five years' teaching experience across at least two key stages
- A proven record in delivering outstanding achievement in English, particularly for pupils with low prior attainment in challenging urban schools
- Up-to-date knowledge and use of the current curriculum and assessment requirements and best practice in implementation and delivery of professional development
- Record of successfully leading change in a school context
- Track record of providing professional development to teachers, including coaching, mentoring and training
- Ability to deliver outcomes working effectively with multiple and varied stakeholders
- Ability to produce written communications that are clear and concise with a tone appropriate to the situation
- Ability to manage logistical planning and oversee timely production of resources
- Confidence in PowerPoint and Excel
- Regular and on-going engagement with training and personal development

Personal Qualities

- Vision aligned with Ark Curriculum Plus's high aspirations and expectations of self and others
- A strong and proactive communicator with a collaborative working style
- Team worker, with demonstrated ability to work cross-functionally
- Commitment to excellence, with strong focus on delivering intended outcomes
- Structured approach, working to clearly defined aims/intentions
- Ability to probe, challenge and question appropriately and strive for continual improvement
- High attention to detail and diligence in achieving smooth logistical delivery
- Demonstrates resilience, motivation and commitment

Other

- Right to work in the UK
- Commitment to equality of opportunity and the safeguarding and welfare of all students
- Willingness to undertake training
- This post is subject to an enhanced DBS check

Ark is committed to safeguarding and promoting the welfare of children and young people in its academies. In order to meet this responsibility, its academies follow a rigorous selection process to discourage and screen out unsuitable applicants.

Ark requires all employees to undertake an enhanced DBS check. You are required, before appointment, to disclose any unspent conviction, cautions, reprimands or warnings under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. Non-disclosure may lead to termination of employment. However, disclosure of a criminal background will not necessarily debar you from employment - this will depend upon the nature of the offence(s) and when they occurred. To read more about Ark's safer recruitment process, please click this [link](#).

We aim to build a diverse and inclusive organisation where everyone – staff and students – can do their best work and achieve their full potential. We want to reflect and represent diverse perspectives across our organisation because we know that doing so will make us stronger and more effective. To know more about Ark's diversity and inclusion commitments, please click on this [link](#).