

Programme Officer

Reports to:	Chief Executive Officer
Location:	West London – currently operating an agile working policy with a minimum of two core days (Monday and Wednesday) in the <u>office</u>
Contract:	Permanent
Pattern:	Full-time – 37.5 hours per week
Salary:	£28,000 to £33,000 per annum (depending on experience)

About the role:

This is an exciting time to join Martingale: from Autumn 2023 we will welcome the inaugural cohort of Martingale Postgraduate Scholars and launch recruitment for the second cohort of scholars.

As Programme Officer (PO), you will work collaboratively with the CEO and delivery team (Programme Manager and Communications Manager), as well as university partners, applicants, and enrolled scholars. You will be responsible for programme delivery for enrolled scholars, be a key point of contact for them, and work closely with university and delivery partners to ensure scholars have the best support possible. You will support in the assessment and admissions of prospective future scholars, including supporting in the coordination of an end-to-end admissions process. You will bring your creative ideas to help develop new initiatives that support low-income background people to pursue, and succeed in, postgraduate study.

The Programme Officer will have a real impact on scholars' outcomes and have the opportunity to develop professionally with support from the CEO and external learning opportunities.

Key Responsibilities:

Deliver the Martingale Development Programme (MDP):

- Build expertise in postgraduate study and support of Postgraduate students, in particular, understand the needs of Martingale Scholars and the challenges they face
- Deliver on the MDP, working with multiple cohorts and adapting to the needs of the cohorts
- Coordinate sector-leading events and training programmes, including arranging prestigious venues, world-class speakers and sector-leading providers
- Produce relevant programme materials, working closely with the Programme Manager

Support the delivery of the Admissions process for the Martingale Scholarship:

- Ensure a best practice, end-to-end assessment process: including supporting in the development and coordination of application forms, assessment guidance, interviews, and events
- Coordinate the assessment of candidates and recommend applicants to progress through the process: includes review of application forms, support during interviews and collating interviewer feedback
- Deliver high quality events, including Assessment Centres and a high profile showcase event
- Co-development of regular updates for key stakeholders including partner universities

Support Scholars and Applicants

- Provide excellent applicant care including triaging and responding to queries, providing general and individualised advice and guidance, and clearly communicating process and expectations
- Build professional, trusting relationships with enrolled students, support them to find and access relevant opportunities, and check in with them on their progress
- Embed a sector-leading candidate and scholar journey that feels professional, supportive and prestigious to candidates and scholars
- Facilitate the development of cohesive and supportive cohorts that identify with Martingale's mission

Stakeholder management:

- Support in the management of strong relationships with University Partners, including Graduate Tutors and admissions teams. Ensure they are consulted and pleased with progress, while also delivering on their commitments
- Maintain collaborative relationships with social mobility experts, postgraduate research experts, training providers and organisations hiring postgraduate students or graduates

Monitor and report on the progress of the Martingale Foundation

- Ensure the CEO, Board, funders and University Partners are informed and pleased with the progress of all programme elements
- Input into annual reviews of the Martingale Scholarship programme and admissions process
- Work with the Communications Manager to assess and evidence the impact of the Martingale Scholarship for funders, and develop case studies to aid marketing and recruitment

General

- As duties and responsibilities change, the job description will be reviewed and amended in consultation with the Programme Officer
- The Programme Officer will carry out any other duties as are within the scope, spirit and purpose of the role as requested by the line manager

Person Specification: Programme Officer

Knowledge & Skills

- Experience delivering leading programmes including event management
- Social mobility expertise based on real-world experience of delivering social mobility initiatives, with a strong preference for experience improving social mobility in higher education
- Experience managing multiple projects/workstream and priorities simultaneously, while maintaining attention to detail and meeting deadlines
- Excellent communication skills, both written and verbal, with the ability to effectively communicate with diverse audiences. Experience communicating with university students, staff and academics is desirable
- Experience working in a fast-paced working environment and/or a growing organisation
- Experience implementing systems and processes
- Experience in a student-facing role
- Knowledge of Postgraduate Education, including admissions processes and courses

Personal Qualities

- A strong commitment to Martingale's mission to support postgraduate students from low income backgrounds
- Friendly and personable, able to build rapport and trusting relationships with applicants, scholars and other stakeholders
- Comfortable working in a rapidly growing and changing organisation with a degree of ambiguity – confident to create processes and ways forwards where they might not yet exist
- Hard working, detail orientated, and systematic
- Inquisitive and curious, someone who wants to understand their colleagues' work, learn from those around them, and develop themselves professionally

Other

- Right to work in the UK
- This post is subject to an enhanced DBS check

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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](#).