

# ThinkForward

## DFN MoveForward – Head of Programme

Job information pack



# About ThinkForward

## Why we exist

ThinkForward exists to empower young people to create better and brighter futures. We want them to be able to identify, realise and shape their aspirations and be ready to make a successful transition into work.

Young people experiencing barriers such as challenging relationships, living in low-income households, or growing up in areas with a lack of access to opportunities can be confronted with hurdles. Without the right support these can lead to high risks of unemployment and long-term effects on their career and life chances.

There are more than 800,000 16-24-year-olds in the UK who aren't at school or college, or don't have a job or training place. Our ambition is to prevent young people becoming one of these statistics. In 2022 we will be supporting more than 1000 young people.

## What we do

We run three programmes that young people to gain the independence, skills and confidence they need to fulfil their potential and have happy and successful futures. In an ever-changing world we support them to prepare for their move to adulthood, the working world and the start of the rest of their lives.

# ThinkForward

## Our Vision

That every young person is empowered to gain the confidence, independence and skills they need for a better and brighter future.

## Our Mission

ThinkForward delivers unique, personalised coaching programmes for young people at a key stage in their lives, enabling them to overcome the challenges they face and make a successful transition into work. Every young person takes part in workplace activities to develop their life goals and readiness for work. We raise the voices of our young people and support employers to provide fair access to opportunities.



# ThinkForward - Equalities Manifesto

ThinkForward aims to be a place where all can thrive. We will lead from the front by placing equity, diversity and inclusion at the heart of all we do as an employer, in our work with young people and within our sphere of influence. We value creativity, productivity, good decision-making and reputation, and we know that good equity, diversity and inclusion practices will build these.

We are working to create a world where our young people are more likely to thrive, and the absence of uniformity is considered a strength. We want learning and challenging the status quo to be considered progressive and where people's ethnicity, gender, age, sexual orientation, religious beliefs, disabilities, learning abilities or socio-economic origins are not the defining characteristics of their potential for success.



# ThinkForward

## DFN MoveForward

The **DFN-MoveForward** programme is supported by the DFN Foundation. It operates in schools and colleges in London, Kent and the West Midlands with young people who have mild to moderate learning disabilities with the aim of supporting them into sustainable paid employment.

Coaches provide long-term support to prepare young people for sustainable paid employment. Young people take part in insight visits, work placements and business mentoring to build their experience and develop skills and capabilities. We also work closely with parents to engage them in the opportunities and benefits of the programme.



# ThinkForward

## DFN MoveForward – Head of Programme

Reporting to: CEO

Contract: Permanent, full time (37.5 hours per week)

Starting salary: £40,000 - £48,000 based on experience

Start date: September 2022

Location: Hybrid



# DFN MoveForward – Head of Programme

## Purpose of the role:

As DFN MoveForward Head of Programme you will play a critical role at this important stage in our programme.

Key milestones in the forthcoming year will see you managing the final year (22/23) of the Social Impact Bond contract; ensuring all outcome targets are achieved, taking the lead internal role in the evaluation of the programme and working closely with our Executive Team to support execution of the business plan to sustain our SEND programme beyond the lifetime of the Social Impact Bond

Additionally, as a member of our Senior Leadership Team you will be an active participant in the delivery of our Equity, Diversity & Inclusion strategy and will play an influential role in our conversations that focus on both our internal practice and processes and on SEND employment & job creation.



# Core responsibilities

## Programme Performance Management

- Ensure delivery of the programme meets expectations laid out in the Programme Promise
- Use management information data to carry out fortnightly 1:1s (with individuals or managers) and maintain high levels of delivery
- Carry out a suite of observations each term, with training and coaching based around needs

## Impact Management

- Provide leadership around impact and evaluation for the programme
- Work closely with the Head of Impact to:
  - identify key evaluation themes and data requirements, derived from the Theory of Change
  - ensure data systems are fit for purpose, including accuracy of dashboards
  - close the gap on outstanding data input/collection requirements, and maintain high levels of data capture and accuracy from coaches
  - use outcomes data to improve our understanding about how effective certain elements of the programme are at driving outcomes
  - develop a culture of curiosity around programme design informed by data insights
  - accountability for the effectiveness and robustness of our evaluation process for internal learning and programme development
  - define, commission and manage external evaluation projects

# Core responsibilities

## Partner Relationship Management

- Responsible for maintaining high quality relationships with partner educational establishments (special schools and colleges), with very high year-on-year retention
- Responsible for reporting to schools about the impact on the programme on a termly basis
- Work closely with the Director of Fundraising and Communications and Chief Operating Officer to ensure external reporting requirements for output-based contracts are met
- Management of other external partnerships which serve the purposes of achieving outcomes for young people – including supported internship providers, Project SEARCH, Best Buddies International and strategic business partnerships
- Ensure that details on partnerships management are recorded on Civi and developed strategically

# Core responsibilities

## Contract Management

- Ensure key deliverables and outcomes of the Social Impact Bond are met, in line with the agreed outcomes profile
- Ensure key deliverables and outcomes of other contracts are met, in line with the agreed outcomes profile
- Provide timely and effective reporting on the above, including details of contingency plans where outcomes fall behind schedule

## Team Management

- Inspire the team to deliver the programme excellently, maintaining high levels of team morale and motivation
- Develop staff in their professional practice – includes overseeing HR processes (appraisals, objective setting and personal development plans, recruitment, selection and induction)
- Ensure team meetings are used to share best practice and drive performance
- Ensure all safeguarding procedures are followed, to provide safe environment for young people, staff and partners

# Core responsibilities

## Programme Design and Codification

- Work closely with relevant team members to codify the programme, including development of the coaching toolkit, programme blueprint, digital resources and standardised curriculum
- Ensure that all resources and communications are accessible for the additional learning needs of programme participants
- Ensure that any variations on the standard programme are clearly articulated and evaluated

## Business Development

- Actively promote the programme with partners who could support its success – including employers, employment brokers, supported internship providers and other partners
- Develop and maintain strong relationships with local authorities, in order to grow the reach of the programme

## Internal Relationships

- Work closely with internal teams, including the executive, board, fundraising and communications, to ensure the MoveForward programme maintains a strong alignment and engagement with the wider organisation

# Person specification

ThinkForward operates a staff competency framework to inform our recruitment and performance management of staff. The following behaviours define the expectations for this position.

## Communication

- Able to communicate persuasively, convincing new stakeholders to partner with the programme
- Taking active steps to communicate new developments in a timely manner
- Ensures communications reflect brand, values and objectives
- Able to use of the strengths of different channels and methods of communication appropriately
- Ability to communicate with staff of different levels from a variety of different stakeholders
- Ability to communicate information appropriately to different audiences in an interesting and stimulating style

## Planning & Organising

- Very strong organisational and project management skills, including use of appropriate tools and systems
- Delegates appropriate tasks and uses follow-up mechanisms to achieve results and to free up own time
- Links plans and priorities to business objectives and partners' strategies
- Self motivated, able to work independently and proactively
- Think resourcefully to get things done (eg. in the absence of sufficient funds or resources)

## Teamwork

- Motivating, directing, engaging the staff team and managing performance
- Working collaboratively across functions/departments in order to achieve objectives
- Building lasting relationships with different stakeholders for example schools, colleges, other charities, alternative education providers and employers
- Focused on deliverables whilst also positively contributing to the wider development of the project

## **Impact and quality focused**

- Holding self and other team members accountable for achieving personal and team goals, delivering impact and improving quality
- Driven by excellent standards and high quality, and experience of undertaking quality assurance activity and feeding back to colleagues
- Use of data including Client or team feedback to monitor progress or improve provision

## **Professional expertise**

- Leading a team, ideally including experience of working with a remote team
- Sharing expertise with others in order to improve skills
- Seeks to continually develop own skills and practice identified through reflective practice and feedback from colleagues
- Understanding of complex set of barriers that vulnerable young people face in and outside school that impact their learning and progression
- Understanding of services available for young people
- Understanding of CEIAG and the importance of tailored progression planning for vulnerable young people

# Important information

## Benefits

- 4.5% employer pension contributions
- 25 days annual leave with additional office closure days at Christmas
- Two paid volunteer days
- Training opportunities
- Employee Assistance Programme
- Employee discounts and rewards scheme
- Semi-flexible working
- ThinkForward is committed to the professional development of its staff

## How to Apply

Please send your CV and a cover letter to [jobs@thinkforward.org.uk](mailto:jobs@thinkforward.org.uk) We will be looking at applications as they arrive and would encourage early submissions. Your cover letter should be no more than 2 pages and should outline your suitability for the role as described in the person specification.

# Important information

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 is 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. If you need support, such as materials in larger print, dyslexic-friendly fonts or adjustments for yourself or your PA for the interview, please contact [ryan.burdock@prospect-us.co.uk](mailto:ryan.burdock@prospect-us.co.uk) or call 020 7405 4999 and we will ensure you have what you require to successfully complete this process.



# ThinkForward

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