REACHOUT

Recruitment Pack

Programmes and Impact Manager





Role overview

ReachOut is a national youth development charity and a strategic partner for schools. Through collective mentoring and engaging activities, we build socio-emotional skills that transform outcomes for young people constrained by circumstance. Read our 2024/25 Impact Report here.

The Programmes and Impact Manager is responsible for the logistical planning, management and evaluation of ReachOut's programmes to ensure impactful delivery. This includes the line management of our team of Youth Development Leads (YDLs) across both London and Manchester.

Who we are looking for:

- Somebody who leads with warmth and ambition, setting high expectations for themselves and others. You'll develop Youth Development Leads to be the best they can be, enabling them to turn their passion for supporting young people into exceptional outcomes.
- The ability to think both strategically and operationally, balancing day-to-day delivery with long-term planning and programme efficiency.
- A collaborative team player who builds trust across departments while being confident working independently. You'll proactively identify opportunities, make decisions and drive improvements.
- You'll remain calm and level-headed when plans change or challenges arise, navigating the realities of working with schools and young people, prioritising safeguarding and keeping young people at the centre of decision-making.





Role Specifics

Job Title: Programmes and Impact Manager

Contract: Full time permanent with a 6-month probation period

- We would consider 0.8 FTE for this role if preferred

Salary: £35,000 - £40,000

Location: London – Although this is a national role, we're looking for a London-based candidate who will work alongside our wider London team and with our other Delivery Managers based in Manchester

- Hybrid working – choose to work from home or access co-working spaces across London
- Team co-working days twice a month but some team members choose to meet up more regularly
- Regular London school visits and occasional Manchester school visits, both with travel costs covered

Hours: 37.5 hours a week

- Standard hours 9:00-17:30 with flexibility offered where possible
- On call for safeguarding concerns in term time with time in lieu

Annual leave: 29 days plus bank holidays increasing with time in role (see benefits page)

Please note: We are unable to provide visa sponsorship. To apply you must have the right to work in the UK and the successful candidate will be required to undergo an enhanced criminal record check with the Disclosure and Barring Service (DBS).

ReachOut will cover the cost of the check and guide you through the process. All staff have a responsibility to safeguard and promote the welfare of children and adults. The post holder will undertake the appropriate level of training and is responsible for ensuring that they understand and work within our safeguarding policies.



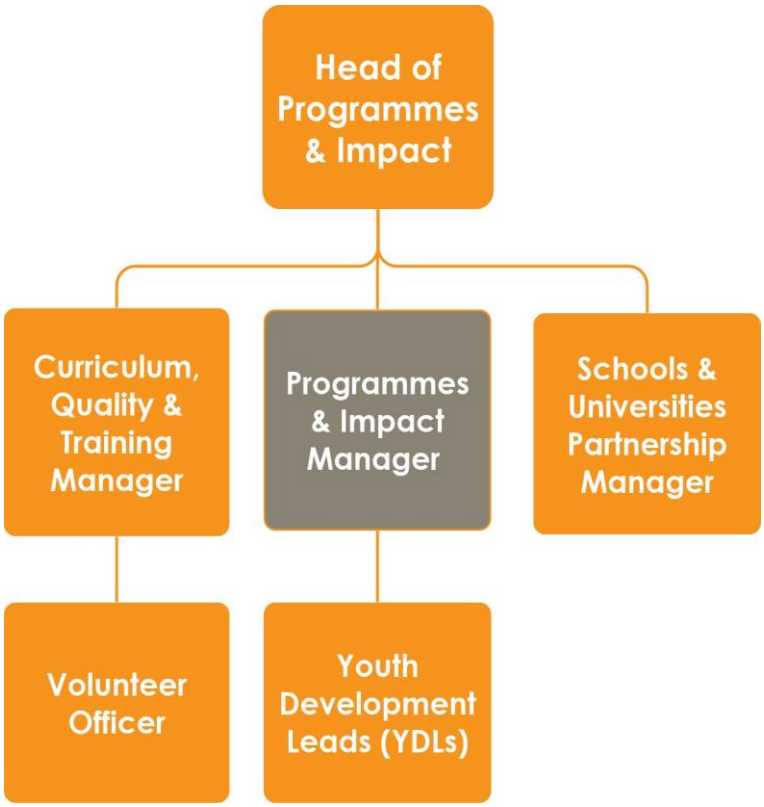
About our programme

YDLs deliver our **evidence-based curriculum**, co-created with the Centre for Youth Impact and our young people. Sessions are planned so YDLs can focus on adapting to meet the needs of the group & facilitating in line with our quality practices,

The programme runs for **12 weeks** as **weekly 2-hour sessions** in the school. **12-16 mentees** work with **4-6 Volunteer Mentors**.

Each session has a skills focus and activities are youth-led:

- Explicit development of **Socio-Emotional Skills**.
- **Wellbeing** focus, developing coping strategies and resilience.
- **Goal setting** and reflection.
- Games, physical, or creative activities to support **engagement** and **confidence**.



Our delivery team collaborates closely with a focus on continuous improvement and impact.

In the 2025/26 academic year:

90% of mentees improved their socio-emotional skills with this changed measured between baseline & endline surveys

81% of young people had increased wellbeing as reported by their teachers

83% of young people who came to us with below average school attendance made improvements with an average change of 5%



About the team

Hear from our other delivery managers and a YDL about their roles and how you'd collaborate.



Kiran: Curriculum, Quality & Training Manager

Quality assurance threads through every aspect of my role - it's great to work in a team that really values quality of practice and is always open to reflecting on what we do well and where we can improve, from our evidence-based curriculum to youth voice opportunities. I'm also passionate about staff learning and development, whether that's delivering behaviour management training for our YDLs, safeguarding training for the whole team or testing out other ways for us to learn from each other.

Our volunteers are at the heart of our impact. I lead on our volunteer strategy and work closely with the Programmes and Impact Manager to monitor mentor numbers across our projects, making sure we're responding to changing needs and have the right mentor support in place to maximise our impact.

I lead the school recruitment pipeline, from identifying opportunities and developing relationships through to managing contracts and invoices, before handing schools over to the YDL team for final onboarding and programme delivery.

The role involves lots of collaboration with the Programmes and Impact Manager, to ensure partnerships are successful and sustainable. I work closely with them on school retention and the practicalities behind delivery, including timetabling and staffing. I enjoy having an overview of the whole partnership journey, from that initial conversation with a school right through to seeing the programme come to life and make an impact.



Gabi: Schools & Universities Partnership Manager



Ruby: Youth Development Lead

Watching young people develop socio-emotional skills, build their confidence and improve their wellbeing is the foundation for my enjoyment of the role. I wear many hats: youth worker, parent contact, volunteer manager, school partner, impact data analyst, delivery team member... the list goes on. I am getting to see all angles of the charity, and the Programmes & Impact manager gives me autonomy to manage my priorities.

The ReachOut staff team is compact, which means as YDLs we're able to give feedback on systems and operations, as our perspective as the 'front line' of ReachOut is really valued. As someone early on in my career, the breadth of experience I gain whilst in a socially impactful job, is what I love so much.



Job Description

Leadership of Youth Development Leads

- Line manage and develop Youth Development Leads including supporting them to:
    - deliver impactful ReachOut sessions meeting quality standards
    - manage day to day communication with partner schools
    - line manage & develop their team of Volunteer Mentors
    - build supportive relationships with mentees and their parents to support recruitment, retention and impact
    - complete all project related admin to a high standard
- Organise cover for project delivery where required managing a small group of Project Leaders (sessional staff) or occasionally providing cover for sessions yourself
- Create a positive, ambitious collaborative team environment focused on data informed decision making

Programme Development

- Management of project processes throughout the cycle including an annual budget
- Lead on longer term projects including making programme efficiencies and forward planning for subsequent academic years

Stakeholder Management

- Collaborate with the Schools and Universities Partnership Manager to onboard & retain schools
- Support with reporting to funding stakeholders and oversee collaboration between our partnerships team and YDLs to distribute gifts in kind and facilitate horizon building opportunities for young people such as speakers visiting sessions and workplace visits
- Represent ReachOut in line with our values and mission in all stakeholder communication and at external events

Impact

- Lead on data collection maintaining high response rates in line with the organisational Monitoring, Evaluation and Learning plan
- Responsible for strategy around qualitative data collection leading your YDL team to produce compelling case studies & capture project content such as photographs
- With the Head of Programmes and Impact, analyse qualitative data around referrals, quality and outcomes using these insights to make data informed decisions & taking opportunities to increase impact
- Maintain a robust quality assurance programme in collaboration with the Curriculum, Quality and Training Manager through activities such as session observations
- Work closely with the Curriculum, Quality and Training Manager to ensure Youth Voice is at the heart of our programmes and young people take up opportunities such as joining our Youth Panel

Safeguarding

- Act as a Deputy Designated Safeguarding Lead for the organisation including being on call during project delivery for questions from staff and safeguarding concerns that require immediate action
- Build a relationship with each school's safeguarding team to be their first point of contact and manage concerns together in line with our safeguarding policy
- Maintain a culture of safeguarding with regular actions such as sharing updates with the full team and training for your Youth Development Lead team
- Lead on programme safety measures such as accident reporting & risk assessment

Other

- Follow ReachOut's policies and procedures and ensure your team also adhere to these
- Carry out any other duties as required by ReachOut and act in a manner that is in keeping with ReachOut's values
- Work flexible hours when necessary including travel to various locations to attend projects and events and stay overnight if required





Our Values and Behaviours

Our team is dedicated to creating a high-performing, solution-focused workplace whereby integrity, accountability, and authenticity guide us. By staying committed to our goals, supporting one another, and driving ambitious results, we safeguard our resources and achieve lasting impact for our organisation and the young people and communities we serve.

What we Value

Integrity

Acting with honesty and strong moral principles in all actions, ensuring transparency and trust in everything we do.

Accountability

Taking ownership of our actions and responsibilities and holding ourselves and others accountable for meeting commitments and delivering results.

Authenticity

Being genuine and true to ourselves, fostering open and honest communication and creating a culture of trust.

Our Behaviours

Committed

Demonstrating dedication and focus, consistently delivering on tasks and goals, whilst actively contributing to the success of the team.

Solution Focused

Maintaining a positive approach to challenges, concentrating on finding practical and effective solutions rather than dwelling on problems.

Compassionate

Showing empathy and care towards colleagues, valuing their wellbeing and offering support during challenges.

Ambitious

Striving for continuous growth and improvement, setting and pursuing high goals and pushing the team and organisation towards success.



Person Specification

Attitudes / Behaviours

- Demonstrates belief in ReachOut's mission, an understanding of the challenges facing young people today, and a commitment to upholding ReachOut's values and behaviours

Experience

- Experience working with young people aged 9 to 14 to support a range of needs
- Experience managing full-time staff, creating a supportive and high-performing team culture across remote teams
- Experience collecting and using qualitative and quantitative data to evaluate impact and inform decision-making
- Knowledge of safeguarding best practice and experience responding appropriately to concerns, ideally with experience as a Designated Safeguarding Lead (DSL) or Deputy DSL

Skills

- Excellent planning and organisational skills, balancing day-to-day operational demands with longer-term priorities to bring continuous improvement
- Good IT skills, especially using Microsoft Excel for data analysis and collaboration tools to manage logistics and programme operations





Employee Benefits

- ReachOut is committed to supporting the well-being and mental health of employees through an Employee Assistance Programme and Mental Health First Aiders
- 29 days annual leave pro-rata (3 of which are used between Christmas and New Year), rising to 30 days pro-rata per annum after two years' continuous service and 32 days pro-rata per annum after five years continuous service
- 3% employers pension contribution
- Hybrid working and hours can be flexed around key activities and attendance at projects, meetings, events etc.
    - Access to co-working spaces across England
    - £100 home working allowance to support your remote working setup
    - Opportunity to work from the EU for up to 5 days per year
- 2 days (or 17 hours) of volunteering within working hours after successful completion of probation
- Commitment to supporting your professional development including weekly supervisions, supportive line management and training opportunities
- Enhanced maternity, adoption and paternity leave after one year of service
- 'Legend of the month' staff award and regular staff socials
- Access to a healthcare cash plan after successful completion of probation

In our March 2026 staff survey, 100% of staff agreed with the statements below:

- My line manager communicates clearly, sets clear expectations and respects my preferred style of communication
- I know what is expected of me and my team
- I am comfortable going to my line manager for support if I am dealing with stress or challenges
- ReachOut respects my time outside of work



How to apply

To apply:

- Please send your CV and a supporting statement to **hr@reachoutuk.org**
- In the subject line quote **'P&I Manager'**
- Please also complete this equality and diversity monitoring form

Your supporting statements should be no more than 2 pages and should refer to each point of the person specification (page 9). Give specific examples, drawing on experience, to demonstrate how you meet each criteria.

We recognise that artificial intelligence (AI) such as ChatGPT can be useful for applicants, for example to shorten an initial draft. However, we would caution applicants not to rely on AI as we want to hear your authentic voice and written skills. We will be looking for answers that share experiences that are specific to you.

Key Dates

Applications close	**9am Friday 4th December 2026**
Short first round interviews – 15-minute call online	Wednesday 9th December 2026
Second round interviews - in person in London	Monday 14th December 2026
Start date pending safer recruitment checks	January 2027 with some flexibility on this around notice periods

Please let us know at the application stage if these dates are unsuitable. While changes are not always possible, advance notice gives us the best opportunity to explore alternatives.

Our commitment to equity, diversity and inclusion

ReachOut is committed to being an inclusive and diverse organisation. We therefore welcome applications from people of all ethnicities, ages, religious beliefs, gender identities, sexual orientations and any other protected characteristics, to provide a diverse range of experiences, ideas and insights into our work. As an organisation working with young people, we are particularly keen to hear from candidates whose lived experiences reflect those of the young people and communities we support, helping to ensure their voices and experiences are represented across our workforce.

Find out more about who we are and what we do at reachoutuk.org



REACHOUT

REACHOUTUK.ORG

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