

Role Briefing: Programme Lead

Reports to	COO
Location	London – at our Lewisham HQ
Salary	£31,000 - £36,000 dependent on experience
Start Date	As soon as possible
Job type	Full time – on-site in person
Date	28/11/23

INTRODUCING ONWARDS & UPWARDS

We are a charity created to directly tackle the cycle of reoffending driven by the barriers to unemployment faced; our purpose is clear and our plan is simple. We will break the cycle of reoffending by starting sustainable social enterprises which train and employ ex-offenders. These must be organisations that people are proud to work for, provide personal and professional development, that operate in high demand sectors, and that showcase the talents and potential of ex-offenders as employees to businesses and society at large.

Our plan in the long-term is to launch, test, and grow a range of social enterprises that all follow this model – of training, supporting and employing ex-offenders in positive environments that are part of a community, with aspirational brands, and with full support for people to grow and move on with their lives.

Our first venture is XO Bikes – where we train people to become qualified bike mechanics and then aim to find them meaningful jobs in the cycling sector. We have had a productive first year in which we have trained 18 people, found many of them jobs, provided a wide range of pastoral support, and ended with a reoffending rate of 0% - a target we shall hold on to firmly.

XO Bikes has grown as a venture too, now with a great looking website, two retail sites, a strong profile in the sector, and our own range of swagged bikes. Our strategy is to be small, beautiful, and loud, and this role is pivotal in achieving that.

THE ROLE

As we develop our core training programme and the various support functions that are intertwined within it, we need an organised, motivated, and engaging Programme Officer to own the delivery and development of the training and support package we offer.

The primary responsibilities include:

1. Supporting the referral and recruitment process for trainees on to the course
2. Organising and delivering the training programme course – with the team and a range of partners
3. Developing and managing all partnerships involved with the programme and its support functions
4. Engaging with trainees throughout their time with us and building their support to match needs
5. Leading on finding employment for our trainees within and beyond the cycling sector
6. Full monitoring and reporting for all programme activities
7. Strategic development of our programme extensions and implementing their trials including in-prison workshops and young people
8. Event organisation – planning and delivery

We are still however a start-up charity in a challenging sector, so every team member is expected to contribute to other areas when needed, and to be responsive to opportunities and issues as they arise (ideally the former more than the latter). This means that the role will also require pitching in, taking on responsibilities and opportunities for organisation wide projects, and taking initiative to complete what needs doing.

THE PERSON

We are looking for someone who shares our belief that individuals who commit crimes should be given the opportunity to build themselves a positive and productive life atop the foundations of secure employment. The cycle of reoffending is an enormous issue, but one we can start to solve.

Our hope is to find an energetic, organised, and positive team player, similarly comfortable working independently. It is a very varied role and one that needs calm focus as well as spontaneity and initiative – things change fast here, and this allows us to progress towards our mission rapidly.

Most importantly, we want someone who cares as much as we do about why we exist – the people we aim to help. Bikes are an end to a means, and that means is giving people ready to turn away from crime the platform on which to launch a successful and rewarding career. Cycle broken.

As a rough guide the sorts of skills/qualities we are looking for are:

- Excellent organisational skills – many moving parts, many iterations
- Fluent on IT systems – full Office suite
- Very strong communication skills – writing well and a good balance of speaking and listening
- Ability to manage workload – prioritising and balancing focus
- Good with people – our working environment and culture are vital to what we do
- Reliable – doing what we say we will, always
- Taking initiative – we are a small team, no space for waiting around
- Discretion and sensitivity – you will be working closely with people at a difficult time in life

As an officer position it is our expectation that applicants will have a number of years experience in a relevant position, and are able to demonstrate the maturity and judgement required for a role of this nature. We are none of us perfect however, so please do speak to us if you are interested in applying but unsure if you meet the full criteria, and we will happily answer any questions you may have.

It is by no means essential, but having experience and knowledge of the UK criminal justice system and prison rehabilitation strategies would be beneficial, and the ability to at least ride a bike perhaps helpful!

How to apply

If you would like an informal conversation before applying, have any specific questions, or would like the chance to come and visit us in person please do contact Will at will@onwardsandupwards.uk

To then apply please send an up-to-date CV and one page cover letter to jobs@onwardsandupwards.uk. We will be reviewing applications as they come in so do please register your interest with us as soon as possible.

All applicants need to have the right to work in the UK and be able to provide two references.

We believe we'll work better if our employees come from different backgrounds and if we create an environment of inclusion and belonging for them.