

Junior Product Manager

upReach is an award-winning social mobility charity supporting less-advantaged undergraduates to secure top jobs. We deliver a comprehensive programme of professional development, through partnerships with top employers and universities. This year, we are continuing our growth to support 2,700 students, with a team of 60+ employees. upReach works to address the progression gap, supporting students from lower socioeconomic backgrounds to secure graduate jobs after university, aiming to reach its vision of a society in which everyone has the opportunity to reach their full career potential, regardless of social background.

The Junior Project Manager position is within the growing product and projects team within upReach. The role will work closely with the Senior Project Manager to manage the products that upReach offers and any other projects assigned to them throughout the year. The role is ideal for someone interested in beginning a career in Project or Product management with a passion for social mobility and an interest in tech/digital products.

The successful candidate will be working on a number of upReach's products, including:

Social Mobility Network: upReach are currently working with a web design agency to develop a new networking platform with the intent to create a network for less-advantaged university students to have direct access to industry professionals. The platform launched in July and has facilitated over 200 interactions between students and professionals. The Junior Product Manager role would support the Senior Project Manager with the development and roll-out of the platform, whilst tracking performance through defined KPIs and milestones.

Corporate Mentoring Programme: For over 5 years, upReach has run a Corporate Mentoring Programme, which currently has over 500 active mentoring relationships. Given the launch of the Social Mobility Network, this role will be looking at ways to bring the two closer together by exploring synergies and user experience improvements, working with the Head of Sector Programmes and Mentoring.

Key Information

Role:	Junior Product Manager
Location:	London, Manchester, Bristol, Nottingham, or Newcastle
Hours:	Full-time 40 hours per week, 9am - 6pm
Start date:	As soon as possible
Duration:	Permanent
Reporting to:	Senior Project Manager
Salary:	£25,000 to £29,000 per annum plus £1,500 London-weighting if based in London
Application deadline:	9am Thursday 11th November Early applications are encouraged, we may appoint before the closing date

About upReach

Do you think that your socio-economic background should determine your career prospects? upReach's vision is of a society in which everybody has an equal opportunity to realise their full career potential. We help young people from less-advantaged backgrounds achieve their career potential by providing an intensive programme of support that addresses socio-economic barriers to graduate employment.

Our work is important because right now those from comprehensive schools are 17 times less likely than those from selective schools to secure graduate roles at some top employers.

We are an award-winning charity employer working to address this issue in partnership with employers and universities. Building on the success of the past five years, upReach's current partners include Allen & Overy, Bank of America, the Civil Service Fast Stream, Deloitte, PwC and Slaughter and May. We also partner with universities including Exeter, King's College London, Liverpool, Warwick and Manchester.

This academic year, over 2000 undergraduates (we call them upReach Associates) are being supported through our unique programme of application support, soft skills workshops, video forums (small group, online seminar-style sessions), mentoring and professional experience. We aim to support 2,700 per year by 2022, while maintaining our personalised approach and expanding the support offered.

upReach is a dynamic place to work. We have invested in class-leading technology to facilitate, deliver and evaluate our programmes. The upReach Graduate Employability Framework (GEF), against which all of our activities are mapped, enables students to understand their employability and plan their learning. We built getEmployable to provide all students with a means to measure their employability using the GEF.

Our contextualised grade model, REALrating, is used to better understand academic potential rather than relying on grades alone. We host the Student Social Mobility Awards held annually at the House of Lords, celebrating outstanding student success, and providing role models which we showcase with our aspire videos and guide sent to 2,500 state sixth forms.

We are constantly looking to identify new opportunities to grow our existing products as well as exploring new ideas, with our most recent idea, the Social Mobility Network being the latest product, rolled out to the students we support in July 2021. To find out more about upReach and how we support our students, visit our website and read our Annual Report.

Core Responsibilities

These will include:

- **Project Management:** Taking ownership of the project management of a project to scope and manage a project from beginning to completion, drawing upon project management methodologies to deliver
- **Existing Product Development:** Drawing upon external trends and data on upReach's products to recommend product enhancements, adding this to the product roadmap and creating business cases when necessary to justify the business need for such enhancements
- **User training and onboarding:** Delivering sessions to users onboarding to the platform and managing marketing and communication journeys to university students and professional volunteers.
- **Handling user queries:** This role would be responsible for logging and responding to any queries received from users of an upReach product, logging and prioritising them correctly
- **Product Growth:** Working closely with the Employer Partnerships Manager and Senior Brand, Marketing and Communications Officer to develop marketing materials and an acquisition pipeline for upReach's products

- **Product Portfolio Management:** Supporting the Senior Project Manager to report on the impact of upReach's portfolio of products by evaluating costs associated with products and the impact driven by each product
- **Ad Hoc tasks:** This role would also be able to work closely with other members of the leadership team, including the CEO, to support them with strategic priorities

Person Specification

This position would be suited to individuals who are committed to upReach's mission and have an understanding of, and empathy with, the challenges facing those from lower socio-economic backgrounds.

To be successful, candidates applying for the role should be able to demonstrate clear experience in managing a project and a clear interest in Project Management. The ideal candidate will be proactive, resilient and used to managing competing priorities within a varied workload. They should be flexible and willing to perform varying duties depending on the shifting needs of the charity.

Essential Skills/Experience:

1. Proven experience in managing a varied workload with competing priorities.
2. Excellent interpersonal skills and an ability to maintain a high level of customer service when dealing with user queries.
3. Excellent communication skills, both written and oral, with an ability to brief others on what needs to be done (e.g. a developer or a designer).
4. Exceptional eye for detail, including excellent proofreading and editing skills.
5. A commitment to be user-oriented and ensure that human-centred design is central to the product development process.
6. At least a Grade 'B' in Maths and English GCSE (if you have extenuating circumstances, let us know)*
7. University degree (2:1 or higher)* in any discipline, or equivalent experience.
8. Self-motivation and an ability to work in a small team as well as independently.
9. Ability to engage and communicate confidently with stakeholders, such as Trustees, beneficiaries, upReach partners and all levels of employees across the organisation.

* The nature of the role requires a high standard of Maths and English, and the ability to quickly review a large amount of information and identify and communicate key themes clearly. Applicants may demonstrate this through the academic qualifications shown above and/or other relevant experience. As our beneficiaries are all undergraduates, a good understanding of the university experience is essential, although it is not necessary that this was acquired through personally gaining a degree.

Desirable Skills/Experience:

1. Experience of website development or product development
2. Experience working with external stakeholders
3. Experience with User Experience (UX) and/or User Interface (UI)
4. A good understanding of GDPR legislation and regulations.
5. Familiarity with Trello and G-Suite

Values & Competencies

upReach upholds the following values:

- Perseverance
- Integrity
- Advocacy
- Aspiration
- Proactivity

We are looking for candidates to display the following competencies during the application stages:

- Problem solving and decision-making
- Effective prioritisation
- Collaboration
- Communication skills
- Project Management skills

Application Process

Please submit a .pdf copy of your CV and covering letter to Sam Gill at HumanResources@upReach.org.uk by 9am on Thursday 11th November 2021. Please ensure you explain your motivation for applying to this role, why you are interested in working at upReach, and provide further details on how your experience matches the job description. Please include 'Junior Product Manager' in the subject line and indicate where you heard about this vacancy. Early applications are encouraged.

If you have any questions about the role or application process, please reach out to Sam Gill at HumanResources@upReach.org.uk.

Please note: upReach has a responsibility under the Immigration, Asylum and Nationality Act 2006 to ensure that, at the time of starting their employment, successful candidates have permission to work in the UK.

If you have a right to work in the UK, **you will be required to bring proof of this to your interview** (by providing your original passport or other right to work documents). If your permission to work in the UK relies on a job offer, please bring written details including

evidence of any existing visas or work permits. A photocopy will be taken of your document(s) and stored securely. If you are unsuccessful at the interview the photocopies will be destroyed. Unfortunately, upReach is unable to financially sponsor visas or work permits.

Equal Opportunities

upReach is an equal opportunities employer and does not discriminate in employment matters on the basis of race, colour, religion, gender, age, disability, social background or any other protected class. We support workplace diversity and believe it creates dynamic and effective organisations. We are working hard to increase diversity in our team and would particularly welcome applications from BAME candidates.

We are committed to making our roles and culture inclusive. We can make reasonable adjustments throughout the application process and on the job. If you have particular needs or requirements, please get in touch via HumanResources@upReach.org.uk.