

STEM Learning Limited

1. Role Particulars	
Role Title – Programme Manager (TechFirst)	Reports to – Head of Skills & Partner Engagement
2. Organogram	
<pre> graph TD PM[Programme Manager] --> EEC[Education Engagement Coordinator] PM --> RL[Regional Lead] EEC --> PC[Partnerships Coordinator] EEC --> ECO[Events and Communications Officer] RL --> EEC2[Education Engagement Coordinator] RL --> PC2[Partnerships Coordinator] RL --> ECO2[Events and Communications Officer] HSPE[Head of Skills & Partner Engagement] --> PM HSPE --> ES[Education Specialist] HSPE --> EIO[Evaluation and Impact Officer] </pre>	
3. Purpose of role	
STEM Learning's vision is a world-leading STEM education for all young people across the UK. To achieve this, we provide a range of support to formal and informal education, including subject-specific professional development for teachers and other educators, quality assured resources, support for STEM Clubs and other activities, and student-facing experiences. Our belief is that an outstanding STEM education coupled with timely, high quality and progressive STEM enrichment and inspiration activities, can positively impact young people and their future opportunities and address our current and future skills gaps. The TechFirst programme funded by DCMS aims to expand access to high-quality technology education and career pathways for young people, particularly those from underrepresented backgrounds. The programme brings together schools, employers, and delivery partners to provide inspiring, relevant, and scalable experiences aligned to national skills priorities. The Programme Manager will be responsible for translating national programme strategy into an effective and locally relevant delivery model across London and the South East. The role will provide senior operational leadership, ensuring high-quality delivery, strong stakeholder engagement, and measurable impact across the region. You will act as the accountable regional lead for performance, ensuring that delivery meets agreed targets, compliance standards, and funding requirements, while contributing to the continuous improvement of the national programme. You will act as a champion of the programme, embedding innovation, efficiency, and stakeholder satisfaction.	

4. Key Results / Accountabilities expected from role

Working with colleagues across STEM Learning and with partners externally the role will encompass:

National Strategy and Programme Delivery

- Accountable for STEM Learning's delivery of TechFirst in London and the South East, ensuring a high quality innovative and impactful programme is available to schools and young people
- Maintain oversight of delivery risks across both regions and implement mitigation strategies
- Oversee a large team operating across two regions, with day-to-day management of four roles

Regional Strategy and Programme Delivery

- Translate national TechFirst objectives into a coherent, regionally tailored delivery plan that reflects London's education and skills landscape
- Lead end-to-end programme delivery across the region, ensuring alignment with timelines, targets, and quality standards
- Oversee regional reach, engagement, logistics, and delivery across multiple partners and stakeholders

Operational Leadership and Performance Management

- Own regional programme planning, including milestones, resources, and delivery models
- Coach and support team members to develop operational independence while ensuring a collaborative team culture
- Monitor performance against KPIs (e.g. reach, participation, engagement, outcomes) and take corrective action where required

Stakeholder Engagement and Partnerships

- Build and maintain strong relationships with schools, colleges, employers, and delivery partners across London
- Ensure effective coordination between stakeholders to maximise programme reach and impact
- Represent the programme at regional forums, contributing to wider skills and education agendas
- Monitor the customer journey for all programme users (teachers, ambassadors, employers) working with colleagues across the team and wider business, overseeing improvements to the stakeholder experience

Governance, Compliance and Reporting

- Ensure compliance with safeguarding, GDPR, DBS, and all relevant regulatory requirements
- Lead internal and external governance groups providing timely and high quality reporting to SMT and other key stakeholders on programme performance and risk.
- Produce high-quality management information and narrative reports for the Department for Digital, Culture, Media and Sport (DCMS) and internal stakeholders
- Escalate delivery risks, issues, and performance concerns as appropriate

Financial and Resource Management

- Manage regional budgets, ensuring effective allocation of resources and value for money
- Monitor spend against forecasts and ensure financial accountability

Monitoring, Evaluation and Continuous Improvement

- Contribute to programme-wide evaluation by capturing regional insights, data, and impact evidence
- Use data and stakeholder feedback to drive continuous improvement in delivery

- Share best practice and learning across regions to strengthen overall programme performance
- Ensure the programme operates effectively at scale and remains responsive to changes in requirements or external factors

Through the above and other activities, a key responsibility is to contribute positively to building STEM Learning's reputation as 'the partner of choice' for employers, professional bodies and others wanting to engage in and support STEM.

Successful candidates will demonstrate STEM Learning's values:

- **Sustainable:** Strengthens partnerships, develops people and embeds effective ways of working to maximise the long-term impact and success of TechFirst.
- **Innovative:** Embraces new ideas, challenges established approaches and uses data, insight and creativity to improve TechFirst delivery at scale.
- **Proactive:** Anticipates risks and opportunities, takes ownership and drives timely action to achieve programme outcomes across London and the South East.

5. Key challenges

- Delivering consistent quality and impact across a complex and diverse region
- Balancing competing priorities, stakeholders, and delivery timelines
- Managing performance across multiple delivery partners
- Ensuring compliance and accountability within a fast-paced programme environment
- Adapting delivery approaches to meet evolving policy and regional needs
- Time management and dealing with competing priorities and pressures, ability to manage own workload and that of the wider delivery team
- Communicate clearly and collaborate effectively with colleagues to maximise outcomes
- Ability to deliver impact within a complex education and skills landscape

6. Experience and Expertise (typical educational qualification and experience)

Essential personal skills, competencies, and qualities

- Strong understanding of the education, youth, and employer-engagement landscape, particularly within London
- Significant experience in senior programme management and operational leadership – demonstrable experience of programme leadership
- Proven ability to manage large-scale, multi-stakeholder programmes
- Experience of financial management, budgeting, and resource allocation
- Strong risk management and problem-solving capabilities
- Experience of government reporting and working within funded programme frameworks
- Excellent data literacy, with the ability to interpret performance metrics and produce clear reports
- Strong stakeholder management and influencing skills
- Excellent written and verbal communication skills
- Resilient and adaptable: able to manage pressures, shifting priorities and work with ambiguity in a positive and constructive manner
- Ability to work strategically while maintaining attention to operational detail
- Proactive and solution-oriented: identifies issues and opportunities and leads change with the ability to find new ways of doing things for continuous improvement
- Results driven with strong attention to detail and quality.
- Excellent written and verbal communication skills; ability to influence and engage diverse audiences.

The role holder will be required to undertake UK travel and occasional overnight stays. Flexibility of working hours will be required to meet the demands of the role at key times.

7. Location

London (with regular travel across the region and monthly travel to York).
This role is hybrid with the flexibility to work from home part of the week and from our central London office.