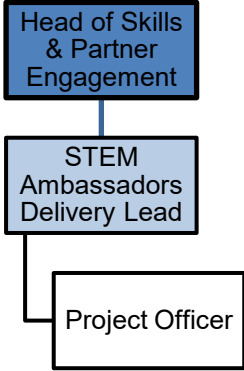


STEM Learning Limited

1. Role Particulars	
Role Title – STEM Ambassadors Delivery Lead	Reports to – Head of Skills & Partner Engagement
2. Organogram	
 <pre> graph TD A[Head of Skills & Partner Engagement] --> B[STEM Ambassadors Delivery Lead] B --> C[Project Officer] </pre>	
3. Purpose of role	
<p>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 a 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.</p> <p>The STEM Ambassadors programme is the UK's largest STEM volunteering programme, enabling around 26,000 individuals from more than 4,000 employers to share their enthusiasm and expertise about STEM subjects and careers with young people and teachers throughout the UK.</p> <p>This role will lead the operational delivery, continuous improvement, and impact-evaluation of the STEM Ambassadors Programme, ensuring that the programme delivers a high-quality experience for all stakeholders (volunteers / Ambassadors, schools & teachers, employers, higher education / delivery partners), meeting national strategy and policy priorities (including careers & skills agenda), and STEM Learning's objectives. You will act as a champion of the programme, embedding innovation, efficiency, and stakeholder satisfaction.</p>	
4. Key Results / Accountabilities expected from role	
<p>Working with colleagues across STEM Learning and with partners externally the role will encompass:</p> <p>Programme Planning & Delivery</p> <ul style="list-style-type: none"> • Act as Operational Lead for the STEM Ambassador programme, working collaboratively across teams and individuals to ensure successful execution of the programme. • Develop and manage project plans for key initiatives within the STEM Ambassadors programme overseeing the operations and reporting • Coordinate across internal teams to deliver programme components on time and to budget. 	

Stakeholder Management & Partnerships

- Build strong, strategic relationships with all STEM Ambassador Delivery Partners developing trust and collaboration to ensure that they meet core deliverables and KPIs at a local level, in line with the strategy of the programme. Responsible for performance management of all STEM Ambassador Delivery Partners
- Oversee and develop relationships with STEM Ambassador Delivery Partners.
- Liaise with policy stakeholders and funders to ensure programme meets external expectations / funding conditions.

Operational Oversight & Quality Assurance

- Maintain procedures, guidelines, quality standards, risk registers.
- Ensure compliance with safeguarding, DBS, health & safety where required.
- Ensure smooth functioning of the digital platform for STEM Ambassadors working with internal teams such as digital, evaluation and marketing
- 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.

Monitoring, Evaluation & Impact

- Define, track and report on KPIs: reach (# of ambassadors, schools, students), quality of interactions, feedback, outcomes (e.g. change in student attitudes, career awareness, subject uptake).
- Use data & insights to inform continuous improvement; run evaluation and pilot studies as necessary.
- Produce regular reports and dashboards for senior management, funders, external stakeholders.
- Lead reporting from delivery partners and to all internal stakeholders.

Innovation & Improvement

- Drive innovation across all aspects of the operational management and delivery of the programme ensuring the programme operates effectively at scale and remains responsive to changes in requirements or external factors
- Lead and develop further the STEM Ambassador UK-wide infrastructure, enabling maximum reach and quality assured support for individual volunteers, employers, and others engaging with schools, colleges, communities, and young people
- Identify opportunities for innovation
- Champion improvements to existing processes, digital tools, resource and content provision.
- Keep abreast of policy changes, research and best practice in STEM outreach and careers and embed them into the programme.

Communication & Representation

- Responsible for ensuring the customer journey for all stakeholders engaging with the STEM Ambassador programme is highly effective and efficient. This role will lead the coordination of internal teams, supporting other team colleagues as required to meet the strategic objectives of the programme.
- Collaborate with marketing and communications teams to promote the programme, improve visibility, attract new ambassadors / schools / partners.
- Oversee the dissemination of impact stories, case studies and success metrics to inspire engagement.

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.

5. Key challenges

- Need to work effectively and collaboratively with external stakeholders and partners including regular communication with remote colleagues
- Balancing priorities and resources to achieve optimum results
- Managing expectations of external stakeholders
- Time management and dealing with competing priorities and pressures – ability to manage own workload and that of the wider enrichment 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

- At least 3-5 years' experience in large scale, national programme delivery in the careers education / outreach sectors.
- Proven project management and organisation skills with experience in budget ownership, financial management, risk management and delivery with the ability to manage multiple priorities, adapt to changing circumstances, work proactively.
- Excellent data literacy: ability to monitor metrics, analyse feedback, produce impact reports.
- 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 stakeholder management: experience working with schools, employers, HEIs, delivery partners.
- Excellent written and verbal communication skills; ability to influence and engage diverse audiences.
- Resilient and adaptable: able to manage pressures, shifting priorities and work with ambiguity in a positive and constructive manner
- Ability to think analytically and strategically, and respond creatively to challenges
- Strong collaborator: ability to build effective and positive partnerships, engaging across internal and subcontracted teams with experience of driving performance through effective people management
- Strong understanding of STEM education in the UK, and of the careers & skills policy landscape (including Gatsby Benchmarks, LSIPs etc.).

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

York office, or home based (depending on location) with regular national travel and occasional overnight stays.

8. Salary & Benefits

£40,000 - £43,000

30 days holidays plus bank holidays, access to a fantastic pension scheme, employee assistance programme, access to a voluntary staff benefits scheme.