

Job Description | Programmes Manager

The Opportunity

Impact Hub King's Cross is looking for an energetic and highly motivated Senior Programmes Manager to join our core team in an exciting time of growth.

Impact Hub King's Cross is rapidly growing our business support and programming as a key strategic priority, and this role is key to our ability to deliver high quality support to a growing number of social entrepreneurs and entrepreneurs from underserved communities. We are looking for someone with programme management experience and an interest in operational processes, who can manage programmes while supporting the team to optimise the delivery and quality of our business support initiatives.

This is a great opportunity for someone with the strong ability to manage and deliver programmes and who wishes to build upon her/his existing experience as a programme manager and business advisor within the social enterprise sector. The Senior Programmes Manager will be responsible for running a portfolio of programmes, including project management, line management, delivery of workshops and advice to entrepreneurs, identifying and procuring other providers and reporting/evaluation activities. They will also play a key role in capacity building the programmes team by implementing processes that will support Impact Hub King's Cross to increase efficiency and replicate programmes without compromising on quality. This is a great role for someone who is operationally minded!

The successful candidate will report to the Programmes Director, line manage a small team made up of a Programme Manager and Assistant, and work with the Operations and Community teams to add value to the Impact Hub King's Cross members' experience.

The contract is permanent with a 3 month probation period.

This is a full-time role (37.5 hours/week), which is likely to require some evening and weekend work (time off in lieu will be offered). This role will require you to work from our space in King's Cross, so it is necessary that the successful candidate be based in or near London. We are open to flexible working arrangements, including working from home part of the time, or job share arrangements for the right candidates.

Salary Band: £30-39k per year (for a new hire we expect to pay in the bottom half of the band) plus pension and profit share.

About Us

Our purpose is to catalyse entrepreneurial action for a socially inclusive net-zero economy. We do this by supporting and promoting social entrepreneurship through a collaborative community of like-minded members in a shared workspace, supported by community events. This is supplemented by a range of programmes from early stage incubation to scaling, delivered by us or in conjunction with partner organisations.

As part of our mission to make the entrepreneurship space more inclusive and diverse we prioritise support for entrepreneurs from underserved communities across our key programmatic themes: Climate, Food, Inclusion and Corporate Innovation.

Impact Hub King's Cross is experiencing a period of programmatic growth, offering our programme participants and members valuable support to survive and thrive in the

COVID-19 recovery phases. As a team we are connected, collaborative and entrepreneurial, acting with our values at the forefront.

We are part of a global network of over 100 Impact Hubs whose shared mission is to inspire and support social innovators to realise imaginative initiatives for a better world. We collaborate with other Impact Hubs in our network to do this, and our ambition is to increase this collaboration in the future.

For more information see: <http://kingscross.impacthub.net> | <http://impacthub.net>

Application

If you have the relevant experience for this role and would like to apply, please complete [this form](#).

To limit any unconscious biases, all applications will be anonymised. After removing the fields with personal information, the responses to the questions will be evaluated and the highest scoring ones will form a shortlist. From there, the CV will be reviewed to assess the applicant's relevant experience.

You can reach out to kingscross.recruitment@impacthub.net if you are experiencing any technical issues with the form. Please note, that we, unfortunately, do not have the capacity to answer emails that do not pertain to the form.

Deadline for application: Due to an expected high level of applications, we may close for applications once we have received a large volume, so please apply early to ensure your application is considered. No applications will be considered after **9.00am on the 26th of April, 2021**.

Interviews will take place: April 29th/30th

Start date: Ideally as soon as possible after the interview

Due to the level of applications expected, we regret that we may only be able to reply to successful applicants.

The Role

As the Senior Programmes Manager you will be responsible for ensuring high standards of design and delivery in our business support offerings and leading the delivery of a portfolio of programmes for entrepreneurs. This is a senior role in the Programmes Team and as such you will also be expected to show leadership in capacity building the team and communicating with other teams (e.g. Fundraising, Community and Operations).

Specifically you will be responsible for:

- project management and tracking,
- Implementing and monitoring processes for programmes, including: impact measurement, budgeting and reporting, programme reviews, mentor and expert engagement,

- providing support to the Programmes Director and ensuring that programmes, as a whole, contribute to the success of the organisation
- managing stakeholder/funder relationships including reporting and evaluation,
- line managing programmes team members,
- capacity building other programmes team members,
- managing budgets for the programme portfolio,
- undertaking enterprise diagnostics and business advice for programme participants and Impact Hub King's Cross members,
- working with other team members, particularly the Communications and Marketing Manager and the Communications and Programmes Assistant, to create communications around programmes including the recruitment of participants and the publicity of successful programmes,
- organising events and workshops, sub-contracting other providers or delivering directly,
- contributing to planning and partnership building activity to develop new programmes, workshops, events and other services at Impact Hub King's Cross, particularly those around starting up or growing social enterprises,
- identifying and matching paid and volunteer mentors with social enterprises and tracking the relationships,
- co-designing new programmes or revising and improving existing programmes as a result of your programmes delivery experience.

Person Specification

Essential Experience and Skills

- managing a range of programmes and business support interventions (ideally within at least one of our key focus areas climate, food, inclusion, corporate innovation)
- experience capacity building and developing a team
- providing high quality advice and connections to start-up and scale-up enterprises diagnosing and advising on both strategic and practical improvements to business growth
- strong understanding of business support programme flow, from the design phase to post programme support
- setting up project management processes for optimising efficiency and onboarding a team to utilise them
- organising, facilitating and delivering workshops and large scale events on a range of business topics to inform or inspire social innovators to take action
- working successfully in partnership with multiple stakeholders including funders and delivery partners
- getting the best out of others, such as direct reports, team members and partners/subcontractors
- contract management, evaluation and reporting, particularly for an advice, mentoring or business support programme with an eye for detail, often to tight timescales
- experience writing and delivering business plans
- publicising programmes and recruiting participants via web-based, social media, publications, public speaking and referral methods.

- communicating in writing in a range of formats including the ability to summarise key information in simple language
- developing and maintaining contacts and connections in the social sector
- knowledge of and enthusiasm for the social economy and values driven business

Desirable:

- specialist knowledge or experience within at least one of our key focus areas: Climate, Food, Inclusion and Corporate Innovation
- experience of having run your own business / start-up
- knowledge around inclusion and implementation of inclusive practices
- contacts within social enterprise sector organisations and awareness of opportunities for social enterprises in London

You

- are able to demonstrate leadership and skill in working in multi-cultural environments, including with corporate partners, tech start-ups, community businesses and entrepreneurs from vulnerable communities who need high levels of support
- are a confident self-starter with a can-do attitude who will thrive in a small team with an entrepreneurial feel
- have a values-driven approach to your work and an enthusiasm for socially-driven enterprises
- are a confident multi-tasker, able to prioritise a complex workload and thrive in an environment characterised by change
- demonstrate attention to detail, persistence and patience
- are motivated by reliably delivering high quality outputs, often to tight deadlines
- are a fast-learner, keen to build and develop the role as suits the needs of the business
- are a natural team player with a deep commitment to collaboration and serving the greater good
- can operate in an environment characterised by change
- are keen to build and develop the role as suits the needs of the business

We welcome candidates from diverse backgrounds and anonymise our shortlisting to minimise unconscious bias in our recruitment. We offer a working environment that has step free access. Feel free to reach out to us if you would like to discuss specific accessibility needs.